



**CITY OF ROANOKE, VIRGINIA**  
**REQUEST FOR PROPOSAL**  
**FOR**  
**COMPUTER AIDED DISPATCH/MOBILE REPLACEMENT**  
**RFP NUMBER 16-10-08**  
**OPENING DATE: SEPTEMBER 9, 2016**  
**OPENING TIME 2:00 P.M.**

The Request for Proposal and related documents may be obtained during normal business hours from the Purchasing Division located in the Noel C. Taylor Municipal Building, 215 Church Avenue, SW, Room 202, Roanoke, VA 24011. This document may be viewed and/or downloaded from the City of Roanoke Purchasing Division's Vendor Self Service website at <https://vss.roanokeva.gov> or from the Purchasing Division's website at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing). If you have any problems accessing the documents, you may contact Purchasing at (540) 853-2871 or [purchasing@roanokeva.gov](mailto:purchasing@roanokeva.gov).

**THIS PUBLIC BODY DOES NOT DISCRIMINATE  
AGAINST FAITH-BASED ORGANIZATIONS**

Date of RFP: JUNE 14, 2016

**REQUEST FOR PROPOSAL (RFP)**

RFP No. 16-10-08  
Issue Date: June 14, 2016  
Commodity Code:72518, 99031, 92018, 20931, 20830, 20680

Title: Computer Aided Dispatch/Mobile Replacement

Issued By: **City of Roanoke**  
**Purchasing Division**  
**Noel C. Taylor Municipal Building**  
**215 Church Ave., SW, Room 202**  
**Roanoke, VA 24011-1517**  
**Phone: (540) 853-5268**  
**Fax: (540) 853-1513**  
**Email: monica.cole@roanokeva.gov**

Sealed proposals will be received on or before **2:00 P.M., September 9, 2016** for furnishing the services and/or items described herein. The time of receipt shall be determined by the time clock stamp in the Purchasing office.

If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

All questions must be submitted before **5:00 p.m., July 22, 2016**. If necessary, an addendum will be issued and posted to the City Vendor Self Service website at <https://VSS.roanokeva.gov> and to the Current Bids/RFP Requests tab on City website at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing).

If proposals are mailed, send directly to the Purchasing Division at the address listed above. If hand delivered, deliver to the Purchasing Division at Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA.

THIS PUBLIC BODY DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.

The City reserves the right to cancel this RFP and/or reject any or all proposals and to waive any informalities in any proposal.

This section is to be completed by the Offeror and this page must be returned with the proposal. In compliance with this request for proposal and subject to all terms and conditions imposed herein, which are hereby incorporated herein by reference, the undersigned offers and agrees to furnish the services and/or items requested in this solicitation if the undersigned is selected as the Successful Offeror. Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

**Legal Name and Address of Firm** (according to your registration with the SCC):REQUIRED

Date: \_\_\_\_\_

By: \_\_\_\_\_

(Signature in Ink)

Name: \_\_\_\_\_

(Please Print)

Zip: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

Email: \_\_\_\_\_ Business License# \_\_\_\_\_

**Virginia State Corporation Commission Identification Number:**\_\_\_\_\_

TABLE OF CONTENTS  
REQUEST FOR PROPOSAL NO. 16-10-08

COMPUTER AIDED DISPATCH/MOBILE REPLACEMENT

INTRODUCTION.....	4
SECTION 1. PURPOSE.....	6
SECTION 2. BACKGROUND.....	6
SECTION 3. INSTRUCTIONS TO OFFERORS.....	7
SECTION 4. MISCELLANEOUS.....	9
SECTION 5. PROTESTS.....	11
SECTION 6. SERVICES/ITEMS REQUIRED .....	11
SECTION 7. EVALUATION CRITERIA.....	13
SECTION 8. SELECTION PROCESS.....	13
SECTION 9. COOPERATIVE PROCUREMENT .....	14
SECTION 10. INFORMATION ON CONTRACT TO BE AWARDED .....	14
ATTACHMENT A SAMPLE CONTRACT .....	16
ATTACHMENT B PROPOSAL RESPONSE AND CHECKLIST .....	38
ATTACHMENT C FUNCTIONALITY DETAIL .....	43

CITY OF ROANOKE, VIRGINIA  
REQUEST FOR PROPOSAL  
FOR  
COMPUTER AIDED DISPATCH/MOBILE REPLACEMENT  
RFP NO. 16-10-08

**INTRODUCTION**

The City of Roanoke, Virginia, is seeking competitive proposals from qualified Offerors to provide services associated with the replacement of the City of Roanoke's existing computer aided dispatch hardware and software in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP). The RFP and related documents may be obtained during normal business hours from the Purchasing Division, (540) 853-2871, or from the City's Vendor Self Service web site at <https://VSS.roanokeva.gov> or from the Purchasing Division's website at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing).

There is a **nonmandatory** preproposal conference scheduled for **July 8, 2016 at 9:00a.m.** in the **EOC Conference Room, 215 Church Avenue, SW, Roanoke, Virginia 24011, Room 159**. It is recommended that Offerors attend such conference.

Proposals, to be considered and evaluated, must be sealed and received on or before 2:00 p.m. on **September 9, 2016**, in the Purchasing Division, City of Roanoke, Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA 24011. Proposals appropriately received will be opened at this time. **Proposals received after 2:00 p.m. will not be accepted or considered.** The time of receipt shall be determined by the time clock stamp in the Purchasing Office, or if it is not working, such time shall be determined by the Purchasing official who is to open the proposals. Faxed or e-mailed proposals are not acceptable.

Each proposal, **one (1) original, marked as such** and **eleven (11) copies, marked as such**, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. The notation "**Computed Aided Dispatch/Mobile Replacement**", **RFP No. 16-10-08** and the specified opening time and date must be clearly marked on the front of that sealed envelope or package. If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

The City of Roanoke, Virginia, and its officers, employees or agents will not be responsible for the opening of a proposal envelope or package prior to the scheduled opening if that envelope or package is not appropriately sealed and marked as specified.

The City of Roanoke, Virginia reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the City of Roanoke, determined to be in the best interest of the City.

Project evaluation and award will be accomplished in accordance with this RFP and Sections 23.2-1, et seq., of the Code of the City of Roanoke, Virginia, including the price or value of the benefits offered the City in the proposal. If an award of a contract is made, notification of such award will be posted for public review in the lobby on the second floor of the Noel C. Taylor Municipal Building, 215 Church Ave., SW, Roanoke, VA 24011.

Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

Inquires or information regarding procurement procedures and/or proposal submission to this RFP shall be directed to Monica Cole, Senior Buyer, at (540) 853-5268.

This RFP consists of this Introduction, ten (10) numbered sections, and the attachments hereto.

**If you download this RFP from the City website and intend to submit a proposal, you should notify Purchasing that you have done so. However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City. Contact Purchasing by phone at 540-853-5268, by fax at 540-853-1513, or by email at [monica.cole@roanokeva.gov](mailto:monica.cole@roanokeva.gov).**

Respectfully,

Monica Cole  
Senior Buyer

Date: June 14, 2016

City of Roanoke, Virginia  
Request for Proposal No. 16-10-08  
Computer Aided Dispatch/Mobile Replacement

**SECTION 1. PURPOSE.**

The purpose of this Request for Proposal (RFP) is the procurement of software, hardware, goods and services required to replace the City of Roanoke's existing Computer Aided Dispatch (CAD) system.

The City of Roanoke invites any qualified Offeror to respond to this RFP by submitting a proposal for Computer Aided Dispatch/Mobile Replacement consistent with the terms and conditions herein set forth. Final scope of services will be negotiated with the successful Offeror.

**SECTION 2. BACKGROUND.**

The City of Roanoke provides dispatch services to City Fire and Medical EMS operation, City Police, and is designed to dispatch for these agencies. The City of Roanoke currently operates a standalone Motorola Premier CAD System, Version 7.0.0.13.01, which was installed in 1999 and upgraded in 2013. The City is seeking to replace its existing system by August of 2018.

The E-911 Center is responsible for dispatching Police, Fire, and EMS staff throughout the City of Roanoke in response to citizen safety issues. The Center operates 24 hours a day, 365 days a year, and responds to 911 calls originating from within the City of Roanoke. The department is comprised of 44 employees and answers approximately 359 calls per day and process approximately 170,000 calls per year for Police, Fire/EMS and Public Works.

There are 12 workstations in the E-911 Center, one is designated as a Supervisor workstation and the others are for dispatching and call taking. There are an additional 3 workstations used primarily for training but can be used in a production environment in an emergency.

The E-911 Center uses Motorola's Premier Computer Aided Dispatch Version 7.0.013.01 system to route calls, and dispatch public safety personnel. The original CAD was installed in 1999 and upgraded in 2013.

The E-911 Center uses a Positron IP Viper and Power 911 phone system. Motorola PMDC (mobile computers) and Automatic Vehicle Location (AVL) systems are used to deliver calls for service to and track the police and Fire/EMS field units in real time.

### SECTION 3. INSTRUCTIONS TO OFFERORS.

- A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP, including the Introduction. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Purchasing Division of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact Monica Cole at (540) 853-5268.
- B. **Until such time that an award is published, direct contact with any City employee without the expressed permission of the Purchasing Manager or her designated representative, on the subject of this proposal, is strictly forbidden. Violation of this Instruction may result in disqualification of Offeror's proposal.**
- C. Prospective Offerors, sometimes referred to as providers, operators, contractors, consultants, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Each proposal should include a transmittal letter and management overview of the proposal. Proposals are to include and may be evaluated on the following factors, together with such other factors as will protect and preserve the interests of the City of Roanoke, which may also be considered.
1. Organizational structure of firm and qualifications of management personnel.  
  
Prospective Offerors should submit at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position. (See Attachment B)
  2. Financial condition of the firm and ability to perform all obligations of any resultant contract.  
  
The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP. Each Offeror shall provide a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 4(A) of this RFP.  
(See Attachment B)
  3. Each Offeror is to state whether or not any of Offeror's owners, officers, employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the City of Roanoke or has any responsibility or authority with the City that might affect the procurement

transaction or any claim resulting therefrom. If so, please state the complete name and address of each such person and their connection to the City of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 of this RFP, apply to this RFP. (See Attachment B)

4. NOT USED.
  5. Price.  
Prospective Offerors must submit the price such Offeror proposes to charge the City for providing the required services and/or items, including all fees and costs and how they are calculated.
  6. The ability, capacity, and skill of the Offeror to provide the services and/or items described in this RFP and in a prompt and timely manner without delay or interference.
  7. The character, integrity, reputation, judgment, experience, efficiency and effectiveness of the Offeror.
  8. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP.
  9. Compliance by the Offeror with laws and ordinances regarding prior contracts, purchases, or services. (See Attachment B)
  10. The conditions, if any, of the proposal. (See Attachment B)
- D. Each Offeror should provide the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from other local government operations similar to those being requested in this RFP by the City. Each reference should include organizational name, official address, contact person, title of contract, number of years in use, and phone number. (See Attachment B)
- E. Also include any other materials you may want to submit as part of your proposal response.
- F. Responses to this RFP must be in the prescribed format (Attachment B – Proposal Response and Checklist). Offerors should return a fully Completed Attachment B-Proposal and Response Checklist with their proposals.

Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the City must respond to a Freedom of Information Act request. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

Offeror should include in its proposal a fully completed Functionality Detail (Attachment C), project schedule, fee schedule, training plan, maintenance



options, warranty options, and other items as described herein, in Section 6, and Attachment B.

- G. The City may request additional information, clarification, or presentations from any of the Offerors after review of the proposals received.
- H. The City has the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of Offeror.
- I. The City is not liable for any costs incurred by any Offeror in connection with this RFP or any response by any Offeror to this RFP. The expenses incurred by Offeror in the preparation, submission, and presentation of the proposal are the sole responsibility of the Offeror and may not be charged to the City.
- J. NOT USED.
- K. Only the City will make news releases pertaining to this RFP or the proposed award of a Contract.
- L. Each Offeror who is a stock or nonstock corporation, limited liability company, business trust, or a limited partnership or other business entity shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if required by law. Each such Offeror shall include in its proposal response the Identification Number issued to it by the Virginia State Corporation Commission (SCC) and should list its business entity name as it is listed with the SCC. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a domestic or foreign business entity as required by law shall include in its proposal response a statement describing why the Offeror is not required to be so authorized. (See Va. Code Section 2.2-4311.2).
- M. Each Offeror is required to state if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity. If so, please give the details of each such matter and include this information with the proposal response.

#### **SECTION 4. MISCELLANEOUS.**

- A. Ownership of Material - Ownership of all data, materials, and documentation originated and prepared for the City pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by the Offeror shall not be subject to public disclosure under the *Freedom of Information Act*, unless otherwise required by law or a court. **However, the Offeror must invoke the protection of Section 2.2-4342(F) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.** The written notice must SPECIFICALLY identify the data or materials to be protected and state the reason why protection is necessary. The

proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary, or trade secrets, is NOT ACCEPTABLE and may result in REJECTION of the proposal.

- B. As this is a RFP, no information regarding the proposal records or the contents of responses will be released except in accordance with Section 2.2-4342 of the Code of Virginia. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.
- C. Any interpretation, correction, or change of the RFP will be made by an addendum. Interpretations, corrections or changes of this RFP made in any other manner will not be binding and Offerors must not rely upon such interpretations, corrections, or changes. The City Purchasing Division or its designee will issue Addenda. Addenda will be posted on Vendor Self Service (VSS) at <https://VSS.roanokeva.gov> as well as the Current Bids/RFP Requests tab on the Purchasing Division's web page at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing). **However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City.**
- D. No Offeror shall confer on any public employee having official responsibility for a purchasing transaction any payment, loan, subscription, advance, deposit or money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.
- E. The City may make investigations to determine the ability of the Offeror to perform or supply the services and/or items as described in this RFP. The City reserves the right to reject any proposal if the Offeror fails to satisfy the City that it is qualified to carry out the obligations of the proposed contract.
- F. The Successful Offeror must comply with the nondiscrimination provisions of Virginia Code Section 2.2-4311, which are incorporated herein by reference.
- G. The Successful Offeror must comply with the drug-free workplace provisions of Virginia Code Section 2.2-4312, which are incorporated herein by reference.
- H. It is the policy of the City of Roanoke to maximize participation by minority and women owned business enterprises in all aspects of City contracting opportunities.
- I. The Successful Offeror shall comply with all applicable City, State, and Federal laws, codes, provisions, and regulations. The Successful Offeror shall not during the performance of any resultant contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. Providers of any outside services shall be subject to the same conditions and requirements as the successful Offeror in regards to law, code, or regulation

compliance. The City reserves the right of approval for any subcontract work, including costs thereof.

- K. Ethics in Public Contracting. The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Virginia Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this RFP.
- L. Conflict of Interests Act. The provisions, requirements, and prohibitions as contained in Sections 2.2-3100, et seq., of the Virginia Code are applicable to this RFP.
- M. The procurement provisions of the Code of the City of Roanoke (1979), as amended, Sections 23.2-1, et seq., as well as the City Procurement Manual, apply to this RFP, unless specifically modified herein. The City's Procurement Manual can be reviewed at the Purchasing office.
- N. Insurance Requirements.  
Awarded Offeror, and any of its subcontractors, shall, at its sole expense, obtain and maintain during the life of the resulting Contract the insurance policies and/or bonds required. Any required insurance policies and/or bonds shall be effective prior to the beginning of any work or other performance by awarded Offeror, or any of its subcontractors, under any resultant Contract. The policies and coverages required are those as may be referred to in the sample contract and/or the terms and conditions attached to this RFP. All such insurance shall be primary and noncontributory to any insurance or self-insurance the City may have.

## **SECTION 5. PROTESTS.**

Any Offeror who wishes to protest or object to any award made or other decisions pursuant to this RFP may do so only in accordance with the provisions of Sections 2.2-4357, 4358, 4359, 4360, 4363, and 4364 of the Code of Virginia, and only if such is provided for in such Code section. Any such protest or objection must be in writing signed by a representative of the entity making the protest or objection and contain the information required by the applicable Code Sections set forth above. Such writing must be delivered to the City Purchasing Manager within the required time period.

## **SECTION 6. SERVICES AND/OR ITEMS REQUIRED.**

The following are the services and/or items that the successful Offeror will be required to provide to the City and should be addressed in each Offeror's proposal.

**A description and/or listing of the services and/or items that the successful Offeror will be required to provide to the City under this RFP are those that are set forth below and/or referred to in any way in the sample contract, any terms and conditions, and/or any attachments to this RFP.**

**Each Offeror should carefully read and review all such items and should address such items in its proposal. However, the final description of the services and/or**

**items to be provided to the City under this RFP is subject to negotiations with the successful Offeror, and final approval by the City.**

The City is requesting a turn-key solution, including but not limited to, providing all software and necessary hardware components, installation, implementation, training, and maintenance, for a complete Computer Aided Dispatch/Mobile Replacement solution, meeting the following functional requirements; the City has also included a listing of desired features and has indicated whether the feature is **mandatory (M) and/or suggested (S)** in the itemization included as **Attachment C**.

In addition to the functional requirements/suggestions indicated in Attachment C, the City requests that Offerors include in their proposal the following:

**Training Options:**

Offeror should provide training recommendations, including but not limited to, early training session(s) on configuration and administration for a minimum of 4 people to support configuration of the proposed system, in addition to user training.

The City anticipates end user training for approximately 40 dispatch personnel and 500 field responders. Field responder training could be used utilizing the train-the-trainer approach; however, dispatch training should include hands on training in a live/simulated system.

**Support Options:**

Offeror should provide support options available for its proposed solution. The City current has software support on an 8x5 plan and hardware support on a 24x7 plan. At minimum, the City would like to maintain this standard of support. Offeror should propose support options it proposes best meet the City's needs. Support options may include on-site support plans, including response times.

**Continued Maintenance Options:**

Offeror should include in its proposal software and/or hardware maintenance and the impact of this maintenance to the proposed CAD solution in its proposal. Maintenance includes any software updates and/or patches. Offeror should include in its proposal a summary of how updates are processed for the proposed solution and include any impact to CAD operations that would occur for updates and/or patches.

**Data Conversation Options.**

Offeror should include in its proposal its proposed solution for data conversion from the current Motorola Premier CAD system (Motorola Premier CAD version 7.0.0.13.01) to the Offeror's proposed system. In its proposal, Offeror should include conversion of existing CAD data to include incident and unit history as well as premise information.

The City currently keeps one (1) year of data on line. Offeror should convert the online data which is approximately 180,000 Law Enforcement and 30,000 Fire-EMS incidents

per year. The City also currently maintains approximately 7,000 premise information records, which would also be converted.

### **Warranty Options.**

Offeror should include in its proposal any and all software and/or hardware warranty options for its proposed solution, including but not limited to the warranty level and period of coverage.

## **SECTION 7. EVALUATION CRITERIA.**

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. The City of Roanoke does not use a numerical or weighted scoring system when evaluating selection criteria. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to the items referred to above and those set forth below:

- A. The background, education and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.
- B. Reasonableness/competitiveness of proposed fee and/or benefits to the City, although the City is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The City reserves the right to negotiate fees and/or benefits to the City with the selected Offeror(s).
- C. The Offeror's responsiveness and compliance with the RFP requirements and conditions.
- D. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with the City's contract.
- E. The Offeror's ability, capacity, and skill to fully and satisfactorily provide the services and/or items required in this RFP.
- F. The quality of Offeror's performance in comparable and/or similar projects.
- G. Whether the Offeror can provide the services and/or deliver the items in a prompt and timely manner.
- H. Offeror's willingness to accept the City's sample contract.

## **SECTION 8. SELECTION PROCESS.**

- A. Pursuant to Section 2.2-4302.2 (A)(3) of the Code of Virginia, selection shall be made of two or more Offerors, if there be that many, deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation of factors included in this RFP, including price. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the City (through the City Manager or City Manager's designee) shall select the Offeror which, in his/her opinion, has made the best proposal, and may award the contract to that Offeror. The City may cancel this RFP or reject

proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the City determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.

- B. All proposals submitted in response to this RFP will be reviewed by the Purchasing Division or its designee for responsiveness prior to referral to a selection committee or person. A committee consisting of City personnel and/or others and/or an appropriate individual will then evaluate all responsive proposals, conduct the negotiations, and make recommendations to the City Manager, or the City Manager's designee, as appropriate. The award of a contract, if made, will be made to the Offeror whose proposal best furthers the interest of the City, as determined by the City Manager, or the City Manager's designee. The City reserves the right to reject any and all proposals, to waive any informality or irregularity in the proposals received, and to make the award to the Offeror whose proposal is deemed to be in the best interest of the City.
- C. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the selection committee or person. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Oral presentations are strictly at the option of the City and may or may not be conducted.

## **SECTION 9. COOPERATIVE PROCUREMENT.**

The procurement of goods and/or services provided for in this Contract is being conducted pursuant to Virginia Code Section 2.2-4304 and on behalf of other public bodies in Virginia. Unless specifically prohibited by the Awarded Offeror, any resultant contract may be used by other public bodies in Virginia as allowed by Section 2.2-4304. The Awarded Offeror shall deal directly with each public agency or body seeking to obtain any goods and/or services pursuant to this Contract or from this procurement and in accordance with Virginia Code Section 2.2-4304. The City of Roanoke shall not be responsible or liable for any costs, expenses, or any other matters of any type to either the Contractor or the public agency or body seeking to obtain any goods and/or services pursuant to this cooperative procurement provision.

## **SECTION 10. INFORMATION ON CONTRACT TO BE AWARDED.**

The Sample Contract marked as Attachment A to RFP No. 16-10-08 contains terms and conditions that the City plans to include in any contract that may be awarded, but such terms and conditions may be changed, added to, deleted, or modified as may be agreed to between the City and the Offeror during negotiations. However, if an Offeror has any objections to any of the terms or conditions set forth in the Sample Contract or any changes or additions thereto that the Offeror wants to discuss during negotiations, the Offeror should set forth such objections, changes, or additions in such Offeror's proposal submitted in response to this RFP. Otherwise, submission of a proposal by an

Offeror will obligate such Offeror, if it is the Successful Offeror, to enter into a contract containing the same or substantially similar terms and conditions as contained in such Sample Contract. Other terms and conditions, if necessary, will be negotiated with the Successful Offeror.

**END**



**CITY OF ROANOKE, VIRGINIA  
SAMPLE CONTRACT BETWEEN CITY OF ROANOKE AND**

**FOR COMPUTER AIDED DISPATCH/MOBILE REPLACEMENT**

This Contract # \_\_\_\_\_ is dated \_\_\_\_\_, 20\_\_\_\_, between the City of Roanoke, Virginia, a Virginia municipal corporation, hereinafter referred to as the "City" or \_\_\_\_\_ "Owner", \_\_\_\_\_ and

\_\_\_\_\_  
(legal name and address of contractor)

hereinafter referred to as the "Contractor," **{NOTE: Use one of the following if applicable.}** {a \_\_\_\_\_ corporation.} {an Individual.} {a \_\_\_\_\_ Partnership.} {a \_\_\_\_\_ Limited Liability Company.}

**WITNESSETH:**

WHEREAS, Contractor has been awarded this nonexclusive Contract by the City for furnishing all equipment, materials, goods, labor, and services necessary for computer aided dispatch/mobile replacement goods and services and associated work in accordance with this Contract and the documents referred to herein, all such items or services also being referred to hereinafter as the Work or Project.

**NOW, THEREFORE, THE CITY AND THE CONTRACTOR AGREE AS FOLLOWS:**

**SECTION 1. WORK TO BE PERFORMED AND DOCUMENTS.**

For and in consideration of the money hereinafter specified to be paid by the City to the Contractor for the Work provided for in this Contract to be performed by the Contractor, the Contractor hereby covenants and agrees with the City to fully perform the services, provide any materials called for to construct, and complete the Work called for by this Contract in a good and workmanlike manner in accordance with this Contract and the documents referred to herein in order to fully and properly complete this Contract within the time stipulated, time being made of the essence for this Contract. It is also agreed by the parties hereto that the documents to this Contract consist of this Contract and the following documents listed below (Contract Documents), all of which are and constitute a part of this Contract as if attached hereto or set out in full herein, viz:

1. Insurance Requirements (Exhibit 1).
2. Scope of Work (Exhibit 2).
3. Fee Schedule (Exhibit 3).
4. Special Terms and Conditions (Exhibit 4).
5. Request for Proposal No. 16-10-08, which is incorporated herein by reference.



The parties agree that if there are any differences between the provisions of the above referenced documents, the provisions of the City documents and this Contract will control over any Contractor supplied documents or information.

## **SECTION 2. CONTRACT AMOUNT.**

The City agrees to pay the Contractor for the Contractor's complete and satisfactory performance of the Work, in the manner and at the time set out in this Contract, but the total amount for all such requests will not exceed \$\_\_\_\_\_, as provided for in this Contract and that this Contract amount may be increased or decreased by additions and/or reductions in the Work as may be authorized and approved by the City, and the Contract amount may be decreased by the City's assessment of any damages against the Contractor, as may be provided for in this Contractor or by law, and the City retains the right of setoff as to any amounts of money the Contractor may owe the City. However, Contractor further acknowledges and agrees that any request for Contractor to perform Work under this Contract is in the sole discretion of the City and that there is no guarantee of any minimum amount of Work that may be requested by the City and that no Work may be requested.

## **SECTION 3. TERM OF CONTRACT.**

- A. The term of this Contract shall be for one (1) year, from \_\_\_\_\_, through \_\_\_\_\_, at which time it will terminate, unless sooner terminated pursuant to the terms of the Contract or by law or unless extended as set forth herein at the option of the City.
- B. By mutual agreement of the parties, the contract may be renewed for up to four (4) additional one (1) year periods of any combination thereof. If either party wants to renew the Contract that party shall give a written request to renew to the other party at least sixty (60) days before the expiration of the original term or any renewal term of the Contract. The party receiving such request shall either accept or reject in writing such request within thirty (30) days of receipt of that request, provided, however, if the party receiving the request to renew fails to respond within thirty (30) days, the request to renew shall be deemed to be rejected, unless the parties mutually agree otherwise.
- C. All terms and conditions shall remain in force for the term of this Contract and for any renewal period unless modified by mutual agreement of both parties. Prices shall not be increased during the initial term of this Contract.

## **SECTION 4. TIME OF PERFORMANCE.**

The Contractor shall commence the Work to be performed under this Contract on such date as is established and fixed for such commencement by written notice (which may be initially given verbally in an emergency situation) to proceed given by the City representative to the Contractor, and the Contractor covenants and agrees to fully

construct, perform, and complete the Work and/or provide the goods called for by this Contract established by such notice. The Contractor further agrees that the Work shall be started promptly upon receipt of such notice and shall be prosecuted regularly, diligently, and uninterruptedly at a rate of progress that will ensure full completion thereof in the shortest length of time consistent with the Contract Documents and that Contractor will cooperate and coordinate with the other City contractors or employees doing other work or using the area where Contractor is working.

## **SECTION 5. PAYMENT.**

- A. The City and Contractor agree that the City will only pay the Contractor for time actually spent and materials actually provided on the Project requested and accepted by the City. Invoices for services rendered and accepted shall be submitted by Contractor directly to the payment address of the requesting City department/division. Payment of such invoices shall be the responsibility of the department/division.
- B. The City agrees to pay Contractor for the Contractor's complete and satisfactory performance of the Work, in the manner and at the time set out in this Contract. The City retains the right to setoff as to any amounts of money Contractor may owe the City. A written progress report may be requested by the City to accompany payment request and, if so, such progress report shall detail the work completed. Also, sufficient documentation of all costs, expenses, materials supplies, and/or hours worked may be requested by the City and, if so, may be required prior to the processing of any such request for payment. Payment will only be made for work actually performed, services actually supplied, and/or materials or goods furnished to the City, all of which need to be approved and accepted by the City prior to such payment, unless otherwise provided for in the Contract documents. Once a payment request has been received the City, the City will process such payment request. If there are any objections or problems with the payment request, the City will notify the Contractor of such matters. If the payment request is approved and accepted by the City, payment will be made by the City to the Contractor not more than 30 days after such request has been approved.

## **SECTION 6. SALES TAX EXEMPTION.**

The City is exempt from payment of State Sales and Use Tax on all tangible personal property purchased or leased for the City's use or consumption. The Virginia Sales and Use Tax Certificate of Exemption number is 217-074292-9.

## **SECTION 7. FREE ON BOARD, RISK OF LOSS, AND TITLE.**

All prices include F.O.B Destination, inside delivery, unless otherwise noted in this Contract. The risk of loss from any casualty, regardless of cause, shall be on the Contractor until the items have been delivered to City personnel making the request and

accepted by the City. The risk of loss shall also be on the Contractor during the return of any items to the Contractor. Title to the items shall pass to the City upon receipt and acceptance of such items by the City.

#### **SECTION 8. INSPECTION.**

The City shall have a reasonable time after receipt of items and before payment to inspect all items for conformity to this Contract. If all or some of the items delivered to the City do not fully conform to the provisions hereof, the City shall have the right to reject and return such nonconforming items, at the sole cost of the Contractor.

#### **SECTION 9. WARRANTY OF MATERIAL AND WORKMANSHIP.**

Contractor agrees that all items provided to the City will be new, or if an item is refurbished or remanufactured, such item will meet the industry standards for such item and the item shall be clearly labeled as refurbished or remanufactured, and that all such items include such warranties as may be provided by Virginia law together with any warranties provided by the manufacturer of the item. Contractor shall use reasonable commercial efforts to assist the City in processing warranty claims against a manufacturer. Contractor also agrees that the services provided under this Contract shall be completed in a professional, good and workmanlike manner, with the degree of skill and care that is required by like contractors in Virginia. Further, Contractor warrants that such services shall be completed in accordance with the applicable requirements of this Contract and shall be correct and appropriate for the purposes contemplated in this Contract. Contractor agrees that Contractor shall repair or replace, at Contractor's sole expense, and to the satisfaction of the City, any items, material, equipment, or part of the item that is found by the City to be defective or not in accordance with the terms of this Contract.

#### **SECTION 10. PAYMENTS TO OTHERS BY CONTRACTOR.**

The Contractor agrees that Contractor will comply with the requirements of Section 2.2-4354 of the Virginia Code regarding Contractor's payment to other entities and the Contractor will take one of the two actions permitted therein within 7 days after receipt of amounts paid to Contractor by the City. Contractor further agrees that the Contractor shall indemnify and hold the City harmless for any lawful claims resulting from the failure of the Contractor to make prompt payments to all persons supplying the Contractor equipment, labor, tools, or material in connection with the work provided for in the Contract. In the event of such claims, the City may, in the City's sole discretion, after providing written notice to the Contractor, withhold from any payment request or final payment the unpaid sum of money deemed sufficient to pay all appropriate claims and associated costs in connection with the Contract and make such payment, if the City determines it to be appropriate to do so.

#### **SECTION 11. HOLD HARMLESS AND INDEMNITY.**

Contractor shall indemnify and hold harmless the City and its officers, agents, and employees against any and all liability, losses, damages, claims, causes of action, suits of any nature, costs, and expenses, including reasonable attorney's fees, resulting from or arising out of Contractor's or its employees, agents, or subcontractors actions, activities, or omissions, negligent or otherwise, on or near City's property or arising in any way out of or resulting from any of the work or items to be provided under this Contract, and this includes, without limitation, any fines or penalties, violations of federal, state, or local laws or regulations, personal injury, wrongful death, or property damage claims or suits. Contractor agrees to and shall protect, indemnify, and hold harmless all the parties referred to above from any and all demands for fees, claims, suits, actions, causes of action, settlement or judgments based on the alleged or actual infringement or violation of any copyright, trademark, patent, invention, article, arrangement, or other apparatus that may be used in the performance of this Contract.

#### **SECTION 12. COMPLIANCE WITH LAWS AND REGULATIONS, AND IMMIGRATION LAW.**

Contractor agrees to and will comply with all applicable federal, state, and local laws, ordinances, and regulations, including, but not limited to all applicable licensing requirements, environmental regulations, and OSHA regulations. Contractor further agrees that Contractor does not and shall not during the performance of its Contract; knowingly employ an unauthorized alien as defined in the Federal Immigration Reform & Control Act of 1986.

#### **SECTION 13. INDEPENDENT CONTRACTOR.**

The relationship between Contractor and the City is a contractual relationship. It is not intended in any way to create a legal agency or employment relationship. Contractor shall, at all times, maintain its status as an independent contractor and both parties acknowledge that neither is an agent, partner or employee of the other for any purpose. Contractor shall be responsible for causing all required insurance, workers' compensation (regardless of number of employees) and unemployment insurance to be provided for all of its employees and subcontractors. Contractor will be responsible for all actions of any of its subcontractors, and that they are properly licensed.

#### **SECTION 14. REPORTS, RECORDS, AND AUDIT.**

Contractor agrees to maintain all books, records, electronic data, and other documents relating to this Contract for a period of five (5) years after the end of each fiscal year included in this Contract. The City, its authorized employees, agents, representatives, and/or state auditors shall have full access to and the right to request, examine, copy, and/or audit any such materials during the term of the Contract and such retention period, upon prior written notice to Contractor. This includes the City's right to audit and/or examine any of the Contractor's documents and/or data as the City deems appropriate to protect the City's interests.

## **SECTION 15. INSURANCE REQUIREMENTS.**

Contractor and any of its subcontractors involved in this Contract shall maintain the insurance coverage's set forth in Exhibit 1 to this Contract and provide the proof of such insurance coverage as called for in Exhibit 1, including workers' compensation coverage regardless of the number of Contractor's employees. Such insurance coverage shall be obtained at the Contractor's sole expense and maintained during the life of the Contract and shall be effective prior to the beginning of any work or other performance by the Contractor under this Contract. Additional insured endorsements, if required, must be received by the City within 30 days of the execution of this Contract or as otherwise required by the City's Risk Manager.

## **SECTION 16. DEFAULT.**

If Contractor fails or refuses to perform any of the terms of this Contract, including poor services, work or materials, the City may, by written notice to Contractor, terminate this Contract in whole or in part. In addition to any right to terminate, the City may enforce any remedy available at law or in equity in connection with such default, and Contractor shall be liable for any damages to the City resulting from Contractor's default. The City further reserves the right to immediately obtain such work or services from other entities in the event of Contractor's default.

## **SECTION 17. NONWAIVER.**

Contractor agrees that the City's waiver or failure to enforce or require performance of any term or condition of this Contract or the City's waiver of any particular breach of this Contract by the Contractor extends to that instance only. Such waiver or failure is not and shall not be a waiver of any of the terms or conditions of this Contract or a waiver of any other breaches of the Contract by the Contractor and does not bar the City from requiring the Contractor to comply with all the terms and conditions of the Contract and does not bar the City from asserting any and all rights and/or remedies it has or might have against the Contractor under this Contract or by law.

## **SECTION 18. FORUM SELECTION AND CHOICE OF LAW.**

This Contract shall be governed by, and construed in accordance with, the laws of the Commonwealth of Virginia, without application of Virginia's conflict of law provisions. Venue for any litigation, suits, and claims arising from or connected with this Contract shall only be proper in the Roanoke City Circuit Court, or in the Roanoke City General District Court if the amount in controversy is within the jurisdictional limit of such court, and all parties to this Contract voluntarily submit themselves to the jurisdiction and venue of such courts, regardless of the actual location of such parties. The provisions of this Contract shall not be construed in favor of or against either party, but shall be construed according to their fair meaning as if both parties jointly prepared this Contract.

## **SECTION 19. SEVERABILITY.**

If any provision of this Contract, or the application of any provision hereof to a particular entity or circumstance, shall be held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions of this Contract shall not be affected and all other terms and conditions of this Contract shall be valid and enforceable to the fullest extent permitted by law.

## **SECTION 20. NONDISCRIMINATION.**

- A. During the performance of this Contract, Contractor agrees as follows:
  - i. Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - ii. Contractor in all solicitations or advertisements for employees placed by or on behalf of Contractor will state that Contractor is an equal opportunity employer.
  - iii. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- B. Contractor will include the provisions of the foregoing Section A (i, ii, and iii) in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

## **SECTION 21. DRUG-FREE WORKPLACE.**

- A. During the performance of this Contract, Contractor agrees to (i) provide a drug-free workplace for Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- B. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled

substance or marijuana during the performance of the contract.

## **SECTION 22. FAITH BASED ORGANIZATIONS.**

Pursuant to Virginia Code Section 2.2-4343.1, be advised that the City does not discriminate against faith-based organizations.

## **SECTION 23. ASSIGNMENT.**

Contractor may not assign or transfer this Contract in whole or in part except with the prior written consent of the City, which consent shall not be unreasonably withheld. If consent to assign is given, no such assignment shall in any way release or relieve the Contractor from any of the covenants or undertakings contained in this Contract and the Contractor shall remain liable for the Contract during the entire term thereof.

## **SECTION 24. CONTRACTUAL DISPUTES.**

Contractual claims, whether for money or for other relief, shall be submitted, in writing, no later than sixty (60) days after the earlier of the final payment or termination of the Contract or notice from the City to the Contractor that the City disputes the amount of Contractor's request for final payment. However, written notice of the Contractor's intention to file such claim must be given at the time of the occurrence or beginning of the work upon which the claim is based. Such notice is a condition precedent to the assertion of any such claim by the Contractor. A written decision upon any such claims will be made by the City Manager or the City Manager's designee (hereafter City Manager) within thirty (30) days after submittal of the claim and any practically available additional supporting evidence required by the City Manager. The Contractor may not institute legal action prior to receipt of the City's decision on the claim unless the City Manager fails to render such decision within 120 days from submittal of Contractor's claim. The decision of the City Manager shall be final and conclusive unless the Contractor within six (6) months of the date of the final decision on a claim or from expiration of the 120 day time limit, whichever occurs first, initiates legal action as provided in Section 2.2 - 4364, of the Va. Code. Failure of the City to render a decision within said 120 days shall not result in the Contractor being awarded the relief claimed nor shall it result in any other relief or penalty. The sole result of the City's failure to render a decision within said 120 days shall be Contractor's right to immediately institute legal action. No administrative appeals procedure pursuant to Section 2.2 - 4365 of the Va. Code has been established for contractual claims under this Contract.

## **SECTION 25. SUCCESSORS AND ASSIGNS.**

The terms, conditions, provisions, and undertakings of this Contract shall be binding upon and inure to the benefit of each of the parties hereto and their respective successors and assigns.

## **SECTION 26. HEADINGS.**

The captions and headings in this Contract are for convenience and reference purposes only and shall not affect in any way the meaning and interpretation of this Contract.

**SECTION 27. COUNTERPART COPIES.**

This Contract may be executed in any number of counterpart copies, each of which shall be deemed an original, but all of which together shall constitute a single instrument.

**SECTION 28. AUTHORITY TO SIGN.**

The persons who have executed this Contract represent and warrant that they are duly authorized to execute this Contract on behalf of the party for whom they are signing.

**SECTION 29. NOTICES.**

All notices must be given in writing and shall be validly given if sent by certified mail, return receipt requested, or by a nationally recognized overnight courier, with a receipt, addressed as follows (or any other address that the party to be notified may have designated to the sender by like notice):

To City:	City of Roanoke _____ _____
Facsimile:	Roanoke, Virginia 240XX (540) XXX-XXXX
Copy to:	City of Roanoke Purchasing Division Attn: Purchasing Manager Noel C. Taylor Municipal Building, Room 202 215 Church Avenue, SW Roanoke, Virginia 24011
Facsimile:	(540) 853-1513
If to Contractor:	_____ Attn: _____, President/CEO _____ _____
Email Address:	_____
Phone:	_____

Notices shall be deemed to be effective one day after sending if sent by overnight courier or three (3) days after sending it by certified mail, return receipt requested.



### **SECTION 30. PROTECTING PERSONS AND PROPERTY.**

The Contractor expressly undertakes both directly and through its subcontractors, to take every reasonable precaution at all times for the protection of all persons and property at the location of the Work or in the vicinity of the Work or that may be affected by the Contractor's operation in connection with the Work. The Contractor will maintain adequate protection of all Contractor's Work to prevent damage to it and shall protect the City's property from any injury or loss arising in connection with this Contract and to protect adjacent property to prevent any damage to it or loss of use and enjoyment by its owners. Contractor agrees to be responsible for the entire Work and will be liable for all damages to the Work, including, but not limited to, damages to any property of the City or to any property in the vicinity or adjacent to the Work. All damage with respect to the Work caused by vandalism, weather, or any other cause, other than resulting from the sole negligence of the City shall be the responsibility of the Contractor. Contractor shall also be responsible for any inventory shortages and discrepancies of any type.

### **SECTION 31. CONTRACT SUBJECT TO FUNDING.**

This Contract is subject to funding and/or appropriations from federal, state, and/or local governments and/or agencies. If any such funding is not provided, withdrawn, or otherwise not made available for this Contract, the Contractor agrees that the City may terminate this Contract on seven (7) days written notice to Contractor, without any penalty or damages being incurred by the City. Contractor further agrees to comply with any applicable requirements of any grants and/or agreements providing such funding.

### **SECTION 32. SUSPENSION OR TERMINATION OF CONTRACT BY CITY.**

The City, at any time, may order Contractor to immediately stop work on this Contract, and/or by seven days (7) written notice may terminate this Contract, with or without cause, in whole or in part, at any time. Upon receipt of such notice, the Contractor shall immediately discontinue all services affected (unless the notice directs otherwise), and deliver to the City all data (including electronic data), drawings, specifications, reports, project deliverables, estimates, summaries, and such other information and materials as may have been accumulated by the Contractor in performing this Contract whether completed or in process (unless otherwise directed by the notice).

1. If the termination or stop work order is due to the failure of the Contractor to fulfill any of its Contract obligations, the City may take over the Work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the City for any damages allowed by law, and upon demand of City shall promptly pay the same to City.
2. Should the Contract be terminated or work is stopped not due in any way to the fault of the Contractor, the Contractor shall only be entitled to compensation for services actually performed and materials actually supplied prior to notice of termination or to stop work and which are approved by the City and any applicable federal or state approving

agency. No profit, overhead, or any other costs of any type are allowed after the date of such notice of termination or stop work order.

3. The rights and remedies of the City provided in this Section are in addition to any other rights and remedies provided by law or under this Contract and City may pursue any and all such rights and remedies against Contractor as it deems appropriate.

### **SECTION 33. ETHICS IN PUBLIC CONTRACTING.**

The provisions, requirements, and prohibitions as contained in Sections 2.2–4367 through 2.2-4377, of the Va. Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this Contract.

### **SECTION 34. COMPLIANCE WITH STATE LAW; FOREIGN AND DOMESTIC BUSINESSES AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA.**

Contractor shall comply with the provisions of Virginia Code Section 2.2-4311.2, as amended, which provides that a contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 or as otherwise required by law. Contractor shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the Contract. The City may void the Contract if the Contractor fails to remain in compliance with the provisions of this section.

### **SECTION 35. OWNERSHIP OF REPORTS AND DOCUMENTS.**

Contractor agrees that all reports and any other documents (including electronic data) prepared for, obtained in connection with, and/or required to be produced in connection with this Contract shall be delivered by the Contractor to the City and all such items shall become the sole property of the City. The Contractor agrees that the City shall own all rights of any type in and to all such items, including but not limited to copyrights and trademarks, and the City may reproduce, copy, and use all such items as the City deems appropriate, without any restriction or limitation on their use and without any cost or charges to the City from Contractor. Contractor hereby transfers and assigns all such rights and items to the City. Contractor further agrees Contractor will take any action and execute any documents necessary to accomplish the provisions of this Section. The Contractor also warrants that Contractor has good title to all materials, equipment, documents, and supplies which it uses in the Work or for which it accepts payment in whole or in part.

### **SECTION 36. ENTIRE CONTRACT.**

This Contract, including any attachments, exhibits, and referenced documents, constitutes the complete understanding between the parties. This Contract may be modified only by written agreement properly executed by the parties.

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.**

IN WITNESS WHEREOF, the parties hereto have signed this Contract by their authorized representatives.

WITNESS:

(Full Legal Name of Contractor)

\_\_\_\_\_ By \_\_\_\_\_

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Printed Name and Title

(SEAL)

CITY OF ROANOKE, VIRGINIA

WITNESS:

\_\_\_\_\_ By \_\_\_\_\_  
City Manager or Authorized City Representative

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Printed Name and Title

Approved as to form:

Appropriation and Funds Required  
for this Contract Certified:

\_\_\_\_\_  
City Attorney

\_\_\_\_\_  
Director of Finance

CT \_\_\_\_\_

Account # \_\_\_\_\_

Approved as to Execution:

\_\_\_\_\_  
City Attorney

**EXHIBIT 1  
TO CONTRACT  
BETWEEN CITY OF ROANOKE AND  
FOR \_\_\_\_\_**

**REFERENCE: RFP#16-10-08**

**SAMPLE CONTRACTOR'S INSURANCE REQUIREMENTS**

**INSURANCE REQUIREMENTS SECTION**

The Contractor shall comply with the insurance requirements set forth in the Contract, including the items set forth below:

- A. Neither the Contractor nor any subcontractor shall commence work under this Contract until the Contractor has obtained and provided proof of the required insurance coverages to the City, and such proof has been approved by the City. The Contractor confirms to the City that all subcontractors have provided Contractor with proof of such insurance, or will do so prior to commencing any work under this Contract.
- B. Contractor, including all subcontractors, shall, at its and/or their sole expense, obtain and maintain during the life of this Contract the insurance policies and/or coverages required by this section. The City and its officers, employees, agents, assigns, and volunteers shall be added as an additional insured to the general liability and automobile coverages of any such policies and such insurance coverages shall be primary and noncontributory to any insurance and/or self insurance such additional insureds may have. The Contractor shall immediately notify in writing the City of any changes, modifications, and/or termination of any insurance coverages and/or policies required by this Contract. The Contractor shall provide to the City with the signed Contract an Acord certificate of insurance which states in the description of operations section one of the two paragraphs below:
  - (1) The City and its officers, employees, agents, assigns, and volunteers are additional insureds as coverage under this policy includes ISO endorsement CG 20 33 which provides that the insured status of such entities is automatic if required by a contract or a written agreement. (If additional insured status is automatic under a different coverage form, Contractor must attach a copy of the coverage form to its certificate. Any required insurance policies shall be effective prior to the beginning of any work or other performance by Contractor and any subcontractors under this Contract).

OR

- (2) ISO endorsement CG 20 10 will be issued, prior to the beginning of any work or other performance by Contractor under this Contract, to the City and its officers, employees, agents, assigns, and volunteers naming them as an additional insured under the general liability coverage. (A copy of the binder confirming the issuance must be attached to the certificate. Any required insurance policies shall be effective prior to the beginning of any work or other performance by Contractor and any subcontractors under this Contract).

However, if B (1) or (2) cannot be provided, the City's Risk Manager, in such Manager's sole discretion, may approve such other certificate of insurance or insurance document(s) that the Risk Manager deems acceptable. The City of Roanoke shall also be named as the Certificate Holder.

- C. The minimum insurance policies and/or coverages that shall be provided by the Contractor, including its subcontractors, include the following:

- (1) Commercial General Liability: \$1,000,000.00

\$1,000,000.00 General Aggregate Limit (other than Products/Completed Operations).

\$1,000,000.00 Products/Completed Operations Aggregate Limit.

\$1,000,000.00 Personal Injury Liability (including liability for slander, libel, and defamation of character).

\$1,000,000.00 each occurrence limit

- (2) Automobile Liability: \$1,000,000.00 combined single limit

- (3) Workers' Compensation and Employer's Liability:

Workers' Compensation: statutory coverage for Virginia

Employer's Liability:

\$100,000.00 Bodily Injury by Accident each occurrence

\$500,000.00 Bodily Injury by Disease Policy Limit.

\$100,000.00 Bodily Injury by Disease each employee.

- (4) The required limits of insurance for this Contract may be achieved by combining underlying primary coverage with an umbrella liability coverage

to apply in excess of the general and automobile liability policies, provided that such umbrella liability policy follows the form of the underlying primary coverage.

- (5) Such insurance policies and/or coverages shall provide for coverage against any and all claims and demands made by a person or persons or any other entity for property damages or bodily or personal injury (including death) incurred in connection with the services, work, items, and/or other matters to be provided under this Contract with respect to the commercial general liability coverages and the automobile liability coverages. With respect to the workers' compensation coverage, Contractor's and its subcontractors' insurance company shall waive rights of subrogation against the City and its officers, employees, agents, assigns, and volunteers.
- (6) Contractor shall provide such other insurance policies and/or coverages that may be required by other parts of this Contract. If required by the Contract, such policies and/or coverages could include, but are not limited to, Errors and Omissions/Professional Liability, Crime/ Fidelity, Environmental and/or Pollution, Builder's Risk, Umbrella/Excess.

D. Proof of Insurance Coverage:

- (1) Contractor shall furnish the City with the above required certificates of insurance showing the type, amount, effective dates, and date of expiration of the policies.
- (2) Where waiver of subrogation is required with respect to any policy of insurance required under this Section, such waiver shall be specified on the certificate of insurance.

- E. Insurance coverage shall be in a form and with an insurance company approved by the City, which approval shall not be unreasonably withheld. Any insurance company providing coverage under this Contract shall be authorized to do business in the Commonwealth of Virginia.
- F. The Contractor's insurance policies and/or coverages shall not contain any exclusions for the Contractor's subcontractors.
- G. The continued maintenance of the insurance policies and coverages required by the Contract is a continuing obligation, and the lapse and/or termination of any such policies or coverages without approved replacement policies and/or coverages being obtained shall be grounds for termination of the Contractor for default.

- H. Nothing contained in the insurance requirements is to be construed as limiting the liability of the Contractor, and/or its subcontractors, or their insurance carriers. The City does not in any way represent that the coverages or the limits of insurance specified are sufficient or adequate to protect the Contractor's interest or liabilities, but are merely minimums. The obligation of the Contractor, and its subcontractors, to purchase insurance shall not in any way limit the obligations of the Contractor in the event that the City or any of those named above should suffer any injury or loss in excess of the amount actually recoverable through insurance. Furthermore, there is no requirement or obligation for the City to seek any recovery against the Contractor's insurance company before seeking recovery directly from the Contractor.

**END**



**EXHIBIT 2  
TO CONTRACT  
BETWEEN CITY OF ROANOKE AND  
FOR \_\_\_\_\_**

**REFERENCE: RFP#16-10-08**

**SCOPE OF WORK**

**To be negotiated with the Successful Offeror.**

**EXHIBIT 3  
TO CONTRACT  
BETWEEN CITY OF ROANOKE AND  
FOR \_\_\_\_\_**

**REFERENCE: RFP#16-10-08**

**FEE SCHEDULE**

**To be negotiated with the Successful Offeror.**

**EXHIBIT 4  
TO CONTRACT  
BETWEEN CITY OF ROANOKE AND  
FOR \_\_\_\_\_**

**REFERENCE: RFP#16-10-08**

**SPECIAL TERMS AND CONDITIONS**

The following Special Terms and Conditions are part of the above Terms and Conditions:

**SECTION 1. JOBSITE APPEARANCE.**

The Contractor expressly undertakes, either directly or through its subcontractor(s), to clean up frequently all refuse, rubbish, scrap material, and debris caused by its operations, to the end that at all times the jobsite shall present a neat, orderly, and workmanlike appearance. No such refuse, rubbish, scrap material, and debris shall be left within the completed Work nor buried on site, but shall be properly protected and removed from the site and properly disposed of in a licensed landfill or otherwise as required by law or as otherwise required by the Contract.

**SECTION 2. FINAL CLEANING.**

The Contractor expressly undertakes, either directly or through its subcontractor(s), before final payment, to remove all surplus material, false work, temporary structures, and debris of every nature resulting from its operations and to put the site in a neat, orderly condition. If a Contractor fails to clean up at the completion of the Project, the City may do so and charge for the costs thereof to the Contractor.

**SECTION 3. PROTECTION ON SITE.**

The Contractor expressly undertakes, both directly and through its subcontractor, to take every reasonable precaution at all times for the protection of all persons and property which may come on the jobsite or be affected by the Contractor's operation in connection with the Work.

**SECTION 4. SAFETY AND HEALTH PRECAUTIONS.**

The Contractor shall be solely responsible for initiating, maintaining, and supervising all safety and health precautions and programs in connection with the Work, including but not limited to provision of appropriate sanitation facilities, if applicable.

## **SECTION 5. PROTECTING THE PUBLIC.**

The Contractor shall in all cases protect the public and the Work, during its execution, by posting and maintaining, at its expense, appropriate signs, barricades, barriers, lights, flagmen, and other safety devices in accordance with the most current version of the "Virginia Work Area Protection Manual," published by Virginia Department of Transportation.

## **SECTION 6. PROTECTING THE WORK AND ADJACENT PROPERTY.**

The Contractor shall continuously maintain adequate protection of all its work from damage and shall protect the City's property and the property where the work is being done from injury or loss arising in connection with this Contract. The Contractor shall adequately protect adjacent property to prevent any damage to it or its loss of use. Contractor shall provide and maintain all passageways, guard fences, lights, and other facilities for protection required by any public authority, local conditions, any of the Contract Documents, or erected for the fulfillment of its obligations for the protection of persons and property.

## **SECTION 7. EMERGENCIES.**

In an emergency affecting the safety or life of persons or of the Work, or of the adjoining property, the Contractor, without special instruction or authorization from the City's project manager, City Engineer, Building Code Official, or Fire Official, shall act, at Contractor's discretion, to prevent such threatened loss or injury. Also, should Contractor, to prevent threatened loss or injury, be instructed or authorized to act by the City's project manager, City Engineer, Building Code Official, Fire Official, or other responsible official, Contractor shall so act immediately, without appeal.

## **SECTION 8. DAMAGE TO THE WORK.**

The Contractor shall have charge of and be solely responsible for the entire Work and be liable for all damages to the Work including, but not limited to any property in the vicinity of the Work, until its completion and acceptance by the City.

## **SECTION 9. DAMAGE TO OTHER WORK OR UTILITIES.**

The Contractor shall take into account all other work which shall be done by other parties on the jobsite, either now known or which may become necessary during the progress of the Work, and shall be responsible for any damage done to the other work. Should any utilities require adjustment during the Work, it shall be the Contractor's responsibility to have such utilities relocated as a part of the Work and to contact and cooperate with the respective Utility Company in performance of such operations. The respective Utility Company shall be given a minimum of forty-eight (48) hours notice prior to the adjustment, and the Contractor shall comply with the provisions of the Virginia Underground Utilities Damage Prevention Act, Section 56-265.14 et seq., of the

Va. Code. Damages that may occur to the utilities during the Work shall be the sole responsibility of the Contractor.

**SECTION 10. WEATHER DAMAGE OR DELAY.**

Damage to the Work or any delays caused by the weather shall be the responsibility of the Contractor.

**SECTION 11. DAMAGE TO EXISTING STRUCTURES.**

Damage caused by Contractor or its subcontractors to concrete curbs, gutters, sidewalks, or any existing facility, structure, or building that may occur during the Work shall be repaired or replaced by the Contractor, at its sole expense, as directed by and to the satisfaction of the City.

**SECTION 12. RELEASE BY CONTRACTOR.**

The acceptance by the Contractor of the final payment shall be and does operate as a release by the Contractor of all claims by the Contractor against City and of all other liability of the City to the Contractor whatever, including liability for all things done or furnished in connection with the Work or the Contract.

**SECTION 13. DEFECTIVE WORK.**

The Contractor agrees it shall repair or replace, at Contractor's sole expense, and to the satisfaction of the City, any work, material, equipment, or part that is found, by the City, to be defective.

**END.**

**ATTACHMENT B  
TO  
RFP 16-10-08  
COMPUTER AIDED DISPATCH/MOBILE REPLACEMENT**

**PROPOSAL RESPONSE AND CHECKLIST**

Fully complete the following pages and submit along with Page 2 (Signature Page) of the RFP and all applicable attachments.

**I. General Information**

Offeror's (Legal Business) Name: \_\_\_\_\_

Doing Business As (If Different Name): \_\_\_\_\_

Person to Contact Regarding this RFP (Name): \_\_\_\_\_

Telephone Number: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_

**Check type of organization:**

Corporation \_\_\_\_

Partnership \_\_\_\_

Sole Proprietor (Individual) \_\_\_\_

Other (describe) \_\_\_\_\_

If Sole Proprietor (individually owned), number of years in business: \_\_\_\_

Have you ever operated under another name? Yes \_\_\_\_ No \_\_\_\_

If yes -

Other name:

Number of years in business under this name:

State license number under this name:

## **II. Organization of Firm**

The Offeror should submit as **Attachment 1** at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position.

## **III. Financial Condition of Offeror**

The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP.

The Offeror shall submit as **Attachment 2**, a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 3(G) of this RFP.

## **IV. Experience**

The Offeror shall submit as **Attachment 3**, a narrative of their firm's experience in providing the services and/or items in this RFP, including type of business, business location, and number of years in business.

## **V. References**

Each Offeror should provide as **Attachment 4**, the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from other local government operations similar to those being requested in this RFP by the City. Each reference should include organizational name, official address, contact person, title of contact, and phone number.

## **VI. Offeror's Proposed Solution**

Each Offeror should provide as **Attachment 5**, details regarding its proposed solution(s) for the requested goods and/or services, including but not limited to: project schedule, fee schedule, training plan, maintenance options, warranty options, and other items as described herein.

## **VII. Conditions of Offeror's Proposal**

Offeror shall submit as **Attachment 6**, any conditions to the Offeror's proposal or exceptions to the sample contract (Attachment A to the RFP).

## VIII. Conflict of Interest

\_\_\_\_\_ Offeror, owner, officer, employees, agents and immediate family members are not now, and have not been in the past year, an employee of the City of Roanoke or has no responsibility or authority with the City that might affect the procurement transaction or any claim resulting therefrom.

OR

State the complete name and address of each such person and their connection to the City of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 (L) of the RFP, apply to this RFP.

Name

Address

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## IX. Convictions and Debarment

If you answer yes to any of the following, state on **Attachment 7** the person or entity against whom the conviction or debarment was entered, give the location and date of the conviction or debarment, describe the project involved, and explain the circumstances relating to the conviction or debarment, including the names, addresses and phone numbers of persons who might be contacted for additional information.

1. In the last ten years, has your organization or any officer, director, partner, owner, project manager, procurement manager or chief financial officer of your organization:
  - a. ever been found guilty on charges relating to conflicts of interest?  
Yes \_\_\_\_ No \_\_\_\_
  
2. a. Is your organization or any officer, director, partner or owner currently debarred or enjoined from doing federal, state or local government work for any reason?  
Yes \_\_\_\_ No \_\_\_\_



- b. Has your organization or any officer, director, partner or owner ever been debarred or enjoined from doing federal, state or local government work for any reason?  
Yes \_\_\_\_ No \_\_\_\_

## **X. Compliance**

If you answer yes to any of the following, give the date of the termination order, or payment, describe the project involved, and explain the circumstances relating to same, including the names, addresses and phone numbers of persons who might be contacted for additional information on **Attachment 8**.

1. Has your organization:
- a. ever been terminated on a contract for cause?  
Yes \_\_\_\_ No \_\_\_\_

## **XI. Confidential & Proprietary Information**

Identify the section and page number of any information in your proposal that has been identified as confidential, proprietary or a trade secret (see Section 4(A) of the RFP.

Page Number Information	Section	Description of Confidential and/or Proprietary
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the City must respond to a Freedom of Information Act request. The redacted copy of Offeror's proposal shall be provided on CD or other electronically transferable media and shall be redacted to protect any confidential and/or proprietary information and shall be labeled as such. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

### **Attachments:**

The following items should be included with your RFP response. Place a check mark on the line next to each applicable item submitted with your proposal. Write N/A (not applicable) on the line next to those items that do not apply to your response.

- |   |       |
|---|-------|
| Signature Page (Pg. 2) of RFP                                     | _____ |
| Removable Media Containing<br>Redacted Version of Proposal        | _____ |
| Attachment B (Proposal Response<br>And Checklist) to RFP 16-10-08 | _____ |
| 1. Organization of Firm   | _____ |
| 2. Financial Reports  | _____ |
| 3. Experience   | _____ |
| 4. References   | _____ |
| 5. Proposed Solution Details                                      | _____ |
| Project Schedule  | _____ |
| Fee Schedule  | _____ |
| Training Plan   | _____ |
| Maintenance Options   | _____ |
| Warranty Options  | _____ |
| Functionality Detail  | _____ |
| (Attachment C)  |       |
| 6. Conditions of Proposal (If Applicable)                         | _____ |
| 7. Debarment Explanation (If Applicable)                          | _____ |
| 8. Compliance Explanation (If Applicable)                         | _____ |

**ATTACHMENT C  
TO  
RFP 16-10-08  
COMPUTER AIDED DISPATCH/MOBILE REPLACEMENT**

**FUNCTIONALITY DETAIL**

**Offeror shall indicate in the column provided below (Functionality Met) if the proposed solution meets the mandatory/suggested functionality itemized below. Offeror should indicate the functionality by indicating yes (Y) or no (N) in the column provided.**

<b>Item #</b>	<b>Global Functional Requirements</b>	<b>Mandatory/Suggested</b>	<b>Functionality Met (Y/N)</b>
<b>1</b>	<b>Global System Features</b>		
2	Ability to provide the user with feedback as to the success or failure of a system task, including, but not limited to:	S	
3	<i>Audible alert</i>	S	
4	<i>Visual alert</i>	S	
5	<i>Other</i>	S	
6	Ability for system to automatically adjust number sequencing for new calendar years.	S	
7	Ability for system to automatically account for daylight savings time and any required parameter changes to daylight savings.	S	
8	Ability to date and time stamp all system transactions.	S	
9	Ability to have a single master time stamp for all application components.	S	
10	Ability for all date and time stamps to be system generated.	S	
<b>11</b>	<b>Code Table Administration</b>		
12	Ability for the City to define codes for drop down menus (e.g., BN for brown, BL for blue).	S	
13	Ability for the City to maintain code tables, without contacting vendor.	S	
14	Ability to make Agency defined changes and additions to the code tables without modification to, or recompilation of, the application software.	S	
15	Ability to add an unlimited number of Agency defined fields without vendor intervention.	S	
16	Ability to share code tables among application components.	S	

17	Ability for code table updates to propagate throughout the system (e.g. an update in a code table for one application component updates the same code table in other application components, including clients).	S	
18	Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data.	S	
19	Ability to create a new code and merge/link historical records to a new code.	S	
20	Ability to store the date a code table value becomes obsolete.	S	
21	Ability to store the date a code table value becomes effective.	S	
22	<b>Security Administration</b>		
23	Ability to comply with CJIS software/ application security requirements.	M	
24	Ability to encrypt data transmissions, per NCIC requirements.	M	
25	Ability to create multiple security groups.	M	
26	Ability to assign personnel to security groups.	M	
27	Ability to assign users to multiple security groups.	M	
28	Ability for agencies to define access permissions for each security group.	M	
29	Ability to view, add, maintain, modify and delete user profiles. Examples:	M	
30	<i>Agency</i>	S	
31	<i>Security group</i>	S	
32	<i>User ID</i>	S	
33	<i>User name</i>	S	
34	Any combination of the above	S	
35	Ability to tie security to personnel module for automated security provisioning driven by work assignment.	M	
36	Ability to restrict user access or security group access to files and data fields for specified transactions:	M	
37	<i>Add/create</i>	S	
38	<i>Attach to email or send via other electronic method</i>	S	
39	<i>Delete</i>	S	
40	<i>Inquiry</i>	S	
41	<i>Modify</i>	S	
42	<i>Print</i>	S	
43	<i>View</i>	S	

44	Ability to separately secure add, modify, delete, and inquiry functions.	M	
45	Ability to assign security access by physical device (e.g., PCs, terminals).	M	
46	Ability to remotely log out a workstation (mobile or desktop).	S	
47	Ability to lock out a user who is deemed a security risk while that user is on-line (e.g., logged into the system).	M	
48	Ability to provide security at the following levels:	M	
49	<i>Application</i>	S	
50	<i>Database</i>	S	
51	<i>Field</i>	S	
52	<i>Record</i>	S	
53	<i>Screen/Transaction</i>	S	
54	<i>System</i>	S	
55	Ability to create temporary security profiles.	S	
56	Ability for applications to work independently in the event Active Directory becomes unavailable.	S	
57	Ability to support alternate authentication technologies (i.e., ID card, security token, biometrics).	S	
58	Ability to flag a data element as confidential information for security purposes.	S	
59	Ability to prevent all users, except for the user who identified data as confidential, to be able to see that confidential information exists.	S	
60	Ability to encrypt confidential files in the database.	S	
61	Ability to prevent clear text data from being cached on the workstation.	S	
62	Ability for users who are not authorized to access confidential information to see that the information exists, but not view the actual information.	S	
63	Ability to generate a report of data that has been identified as confidential for an Agency defined period of time.	S	
64	Ability to notify user who identified data as confidential, after data has been identified as confidential for an Agency defined period of time.	S	
65	<b>Logons and Logoffs</b>		
66	Ability for system administrator to change user IDs.	S	

67	Ability to be logged onto multiple workstations at the same time (e.g., logged into mobile computer in a vehicle and logged onto a station computer at the same time):	S	
68	<i>Different types of workstation (e.g., two PCs)</i>	S	
69	<i>Different types of devices (e.g., PC and tablet)</i>	S	
70	<i>Same types of workstations (e.g., two PCs)</i>	S	
71	<i>Same types of devices (e.g., two tablets)</i>	S	
72	Ability to track user logon/logoff times and locations for time reporting purposes.	S	
73	Ability to support LDAP or Active Directory authentication.	S	
74	Ability to support two-factor logon.	S	
75	Ability to support third-party identification devices for logons.	S	
76	Ability to automatically logoff a user after a City defined predetermined period of inactivity, based on:	S	
77	<i>User type</i>	S	
78	<i>Location</i>	S	
79	Ability to disable automatic logoff for secured workstations.	S	
80	Ability to save user's data or session prior to automatically logging off the user.	S	
81	Ability to display date and time of last session upon user logon.	S	
82	Ability to provide system generated message to system administrator or supervisor when a City defined number of unsuccessful sign-on attempts have occurred.	S	
83	Ability for the unsuccessful sign-on attempt message to include, at a minimum:	S	
84	<i>Date and time</i>	S	
85	<i>Number of attempts</i>	S	
86	<i>User ID</i>	S	
87	<i>Workstation ID</i>	S	
88	Ability to "lock out" a user and close applications after the City defined number of attempted logons.	S	
89	Ability to disable "lock out" feature.	S	
90	Ability to provide a secure lock-out with quick re-authentication to restrict access to systems from an unattended workstation.	S	
91	Ability to generate a report of the number of currently logged on users:	S	
92	<i>Total</i>	S	

93	<i>By application</i>	S	
<b>94</b>	<b>User IDs and Passwords</b>		
95	Ability for the City to define password and user ID creation criteria.	S	
96	Ability to use Active Directory for password maintenance.	S	
97	Ability for the City to define which user groups can reset passwords on behalf of users (or create a security group that can reset passwords on behalf of users).	S	
98	Ability to require passwords be changed at City defined intervals, by user, with the ability to set a global maximum time.	S	
99	Ability to maintain a history of de-activated user IDs.	S	
100	Ability to disable password expiration feature.	S	
101	Ability to require the user to enter a new password twice (e.g., to verify password).	S	
102	Ability to produce auto-notification of impending password expiration.	S	
103	Ability to enforce strong passwords per CJIS requirements.	S	
104	Ability for user ID to be non-case-sensitive.	S	
105	Ability for individual system users to change their own passwords.	S	
106	Ability for system administrator to add and delete users.	S	
107	Ability for system administrator to disable an account.	S	
108	Ability to mask passwords when typed.	S	
109	Ability to encrypt passwords when stored and sent (i.e., no clear text passwords).	S	
<b>110</b>	<b>Audit Trails</b>		
111	Ability to access audit information in a SQL database.	M	
112	Ability to define who has audit trail permissions	M	
113	Ability to maintain an audit trail at the following levels:	S	
114	<i>Individual</i>	S	
115	<i>Record</i>	S	
116	<i>Module</i>	S	
117	<i>Application</i>	S	
118	Ability to view all audit trail records.	M	
119	Ability to log all actions including, but not limited to :	S	
120	<i>Changes</i>	S	
121	<i>Updates</i>	S	
122	<i>Errors</i>	S	
123	<i>Security violations</i>	S	
124	<i>Attempted breaches</i>	S	

125	<i>File maintenance transactions (e.g., create, read, add, update, delete transactions)</i>	S	
126	<i>Inquiries to all internal and external systems</i>	S	
127	<i>Transaction entries</i>	S	
128	<i>Print jobs</i>	S	
129	<i>Override</i>	S	
130	<i>Successful sign-on</i>	S	
131	<i>Unsuccessful sign-on attempts</i>	S	
132	<i>Unauthorized attempts to access data</i>	S	
133	Ability for the City to configure which transactions are recorded in the audit log.	S	
134	Ability to store audit trail data including, but not limited to:	S	
135	<i>User ID</i>	S	
136	<i>User name</i>	S	
137	<i>Terminal ID</i>	S	
138	<i>IP address</i>	S	
139	<i>Printer ID</i>	S	
140	<i>Security level</i>	S	
141	<i>Date and time stamp</i>	S	
142	<i>Transaction type</i>	S	
143	<i>Input, edit, deletion or inquiry</i>	S	
144	<i>Before and after values of modified data</i>	S	
145	<i>Type of data accessed during an inquiry</i>	S	
146	Ability to review all computer activity performed by a specified user during a period of time.	S	
147	Ability to log all vendor access to system (e.g., record a description of all vendor activity).	S	
148	Ability to maintain historical data based on a City defined length of time.	S	
149	Ability to set audit log purge criteria.	S	
150	Ability to perform purge based on criteria.	S	
151	Ability to date, timestamp, view and audit all inquiries.	S	
152	Ability of the system to assign a unique identifier to each record (i.e., log ID).	S	
153	Ability to comply with NCIC III logging requirements.	S	
154	Ability for all audit and logging functionality to be configurable.	S	
155	Ability to pull up a record and see (e.g., via a function key):	S	
156	<i>Who made last change to record</i>	S	
157	<i>Time and date stamp of last change to record</i>	S	



158	<i>Modifications made to record (before and after values)</i>	S	
159	Ability to extract reports from the audit trail.	S	
160	Ability to secure audit log from user tampering.	S	
161	Ability to archive audit trails based on transaction type and/or date.	S	
162	Ability to manually archive information based upon user-specified parameters (time, file size, etc.).	S	
163	Ability to automatically archive information based upon the following parameters:	S	
164	<i>City defined time period</i>	S	
165	<i>City defined file size</i>	S	
166	<b>Global Report, Query and Search Features</b>		
167	<b>Reporting</b>		
168	Ability to provide a native reporting tool that can:	S	
169	<i>Create reports based on any operational data field in any system database</i>	S	
170	<i>Create reports based on multiple operational data fields in any system database</i>	S	
171	<i>Allow the end user to design report format</i>	S	
172	<i>Access multiple files and tables</i>	S	
173	<i>Print</i>	S	
174	<i>Generate HTML reports</i>	S	
175	<i>Generate PDF files</i>	S	
176	Ability for the report generating tool to handle:	S	
177	<i>Arithmetic operations, including fractiles and percentiles</i>	S	
178	<i>A full suite of statistical operations</i>	S	
179	<i>Logic operations</i>	S	
180	Ability for the report generating tool to handle the manipulation of:	S	
181	<i>Data formats</i>	S	
182	<i>Field sizes</i>	S	
183	<i>Editing rules for a field</i>	S	
184	<i>Field headings</i>	S	
185	<i>Data definitions</i>	S	
186	<i>Formatting rules</i>	S	
187	Ability to maintain a general library of user created reports (e.g., report is pushed to all system users).	S	
188	Ability to preserve all user-created reports during updates and upgrades.	S	

189	Ability for all authorized users (based on permissions) to access the general library of user created reports.	S	
190	Ability for users to put their own reports in a "dashboard" for later use.	S	
191	Ability to send reports to individuals or groups (via system or agency email).	S	
192	Ability to generate reports on a pre-determined schedule.	S	
193	Ability to automatically send scheduled reports to distribution groups.	S	
194	Ability to export reports results into standard formats, including:	S	
195	<i>Word</i>	S	
196	<i>Access</i>	S	
197	<i>Excel</i>	S	
198	<i>Text files</i>	S	
199	<i>Shapefiles</i>	S	
200	<i>HTML</i>	S	
201	<i>PDF</i>	S	
202	Ability to save reports for subsequent viewing and/or printing.	S	
203	Ability to delete reports after viewing and/or printing.	S	
204	Ability to view requested reports prior to printing.	S	
<b>205</b>	<b>Queries</b>		
206	Ability to query any operational data field.	S	
207	Ability to run a query on:	S	
208	<i>Report number</i>	S	
209	<i>Incident number</i>	S	
210	<i>Officer information, including:</i>	S	
211	<i>Name</i>	S	
212	<i>ID</i>	S	
213	<i>Unit number</i>	S	
214	<i>Name information, including:</i>	S	
215	<i>Name</i>	S	
216	<i>Identification number (driver's license, social security number, etc.).</i>	S	
217	<i>Phone number</i>	S	
218	<i>Physical characteristics:</i>	S	
219	<i>Height</i>	S	
220	<i>Weight</i>	S	
221	<i>Scars/Marks/Tattoos</i>	S	
222	<i>Hair</i>	S	
223	<i>Eyes</i>	S	

224	<i>Address information, including:</i>	S	
225	<i>Exact address</i>	S	
226	<i>Street</i>	S	
227	<i>Business name</i>	S	
228	<i>Common name</i>	S	
229	<i>Vehicle information, including:</i>	S	
230	<i>Vehicle identification number</i>	S	
231	<i>License plate number</i>	S	
232	Ability to search and query all appropriate databases with one query request.	S	
233	Ability to provide check boxes for users to indicate which databases to query.	S	
234	Ability to set city defined defaults for databases to query within each application.	S	
235	Ability to consolidate query returns when multiple databases are queried.	S	
236	Ability for query returns to indicate the information source (e.g., NCIC, LRMS).	S	
237	Ability to select any result from a query and drill down for detailed information (e.g., hyperlink).	S	
238	Ability to drill down on query results.	S	
239	Ability to save queries for later use.	S	
<b>240</b>	<b>Searches</b>		
241	Ability to search on any operational data field.	S	
242	Ability to search on multiple operational data fields.	S	
243	Ability to access multiple files, fields and tables in a single search.	S	
244	Ability to access multiple applications and tables in a single search (e.g., phone number search in CAD/Mobile also searches LRMS, JMS, FRMS and PCR applications).	S	
245	Ability to search narrative fields.	S	
246	Ability to exclude specified text when conducting narrative text searches.	S	
247	Ability to conduct searches based on:	S	
248	Soundex	S	
249	"Wild cards"	S	
250	<i>Exact match</i>	S	
251	<i>Partial information</i>	S	
252	<i>Boolean operators ("and," "or," and "not")</i>	S	
253	<i>Date ranges</i>	S	
254	Ability to narrow down searches (search within a search).	S	

255	Ability to select any result from a search and drill down for detailed information (e.g., hyperlink).	S	
256	Ability to restrict searches that result in large volumes of data by:	S	
257	<i>Providing a warning of the size of records found</i>	S	
258	<i>Requesting users to prompt the system to continue or refine the search</i>	S	
259	<i>Requesting users to prompt the system to cancel the search</i>	S	
260	Ability to limit the number of records viewed at one time.	S	
261	Ability to clearly indicate when additional information (e.g., more search results) is available.	S	
262	Ability to save searches for later use.	S	
263	Ability to export search results into standard formats, including:	S	
264	<i>Word</i>	S	
265	<i>Access</i>	S	
266	<i>Excel</i>	S	
267	<i>Text files</i>	S	
268	<i>Shapefiles</i>	S	
269	<i>HTML</i>	S	
270	<i>PDF</i>	S	
271	Ability to drill down into search returns.	S	
272	<b>Online Documentation</b>		
273	<b>System Related Documentation</b>		
274	Ability to access an online help menu.	S	
275	Ability to use either a mouse or command line to access the online help menu.	S	
276	Ability to provide context-sensitive help in the form of prompts and instructions.	S	
277	Ability to provide context-sensitive help only upon a user request.	S	
278	Ability to provide help facility for an operation in progress via a function key from a screen or field within any application.	S	
279	Ability to search help files by keywords.	S	
280	Ability to provide help facility via function key or icon from any screen or field within any application.	S	
281	Ability to edit text in help files to address Agency specific topics.	S	

282	Ability to maintain online Agency specific documentation and procedures, including:	S	
283	<i>Glossary of terms</i>	S	
284	<i>Glossary of error codes</i>	S	
285	Ability for help file to automatically update at the time of all version/release updates.	S	
286	Ability to prevent software updates from overriding Agency specific online documentation and help files.	S	
287	Ability for system administrator to create error messages.	S	
288	Ability for system administrator to edit error messages.	S	
289	Ability to generate a report of the most common user errors.	S	
290	Ability to track revisions to online documentation and help files, including:	S	
291	<i>User ID</i>	S	
292	<i>Date and time</i>	S	
293	Ability to provide help files in a Windows help format.	S	
294	Ability to bookmark topics.	S	
295	Ability to search help file by:	S	
296	<i>Keywords</i>	S	
297	<i>Phrases</i>	S	
298	<i>Topics</i>	S	
299	<i>Similar topics</i>	S	
300	Ability to support SQL Databases and Windows Environment	M	
301	<b>Operations Related Documentation</b>		
302	Ability to provide training modules through help menu.	S	
303	Ability to include Agency specific standard operating procedures in online documentation.	S	
304	Ability to augment vendor-supplied online help tables with additional information (e.g., add notes to a topic that are viewable along with the vendor-supplied information).	S	

Item #	Mobile Data Computing Functional Requirements	Mandatory/ Suggested	Functionality Met (Y/N)
1	<b>General Mobile Data Computing Features</b>		
2	Ability to operate in a "window-like" environment to support concurrent processing (e.g., invoke a license inquiry using a different "window" without losing initial working screen).	M	
3	Ability to support local and remote printing.	S	

4	Ability to parse and format data before printing.	S	
5	Ability for user to select printer from which to print.	S	
6	Ability to provide an alert if Mobile is receiving negative response from CAD system (no connection to CAD):	M	
7	<i>Visual alert</i>	S	
8	<i>Audible alert</i>	S	
9	Ability to continuously attempt to reconnect to CAD system in the event connectivity is lost.	S	
10	Ability to provide screen display formats that are consistent across the application.	S	
11	Ability to access CAD and LRMS/FRMS/PCR data via handheld device or tablet.	S	
12	Ability to support mobile dashboard featuring:	S	
13	<i>Open reports</i>	S	
14	<i>To-do items</i>	S	
15	<i>Agency defined fields</i>	S	
16	Ability for Mobile information displayed on screen to automatically refresh at Region defined intervals.	S	
17	<b>Mobile Application User Interface</b>		
18	Ability for user to toggle among applications on the Mobiles.	M	
19	Ability for user to toggle among windows.	M	
20	Ability for user to minimize or expand any window.	S	
21	Ability to support touch-screen functionality.	M	
22	Ability for users to select a touch screen configuration that accommodates protective hand gear (e.g., big buttons, touch screen works with gloves on).	S	
23	Ability to support voice activated (voice command) functionality.	S	
24	Ability to support text-to-voice functionality.	S	
25	Ability to accept input from:		
26	<i>3D barcode reader (e.g., driver's license, registration)</i>	S	
27	<i>Card swipe device</i>	S	
28	<i>Command entries on a command line</i>	S	
29	<i>Fingerprint reader</i>	S	
30	<i>Function keys (one touch keys)</i>	S	
31	<i>Point-and-click devices (i.e., mouse, trackball, touch pad)</i>	S	
32	Ability for users to configure the display of their Mobiles, including:	S	
33	<i>Font color</i>	S	

34	Font size	S	
35	Window size	S	
36	Window location	S	
37	Day/Night mode	S	
38	Ability to configure a default for the following application settings:	S	
39	Audible message	S	
40	Audible tones	S	
41	Color	S	
42	Reverse video (e.g., day/night mode)	S	
43	Ability to switch to/from Day/Night mode with minimal steps	M	
44	Ability for the user to control Day/Night mode function	S	
45	Ability to store a user profile for mobile display configuration for auto-configuration upon log on.	S	
46	Ability for for profile preferences to appear to carry onto different machines	S	
47	Ability to return to application default settings.	M	
48	<del>Ability for users to select a configuration scheme that accommodates color-blindness.</del>	M	
49	Ability for color-blindness configuration to meet ADA requirements	M	
50	Ability to support multiple on-screen button configurations (e.g., left side, right side, top or bottom).	S	
51	Ability to provide visible differentiation (e.g., color) between active applications.	M	
52	Ability to cut and paste from one application or window to another.	S	
53	Ability to display the following information on the screen during normal operations:		
54	Availability of wireless connectivity	S	
56	Call statuses "On Scene" and "In route" are not next to one another	S	
58	Current unit status (regardless of who assigned the updated status)	M	
59	Current system date and time	M	
60	Incident number	S	
61	Case number (if provided)	S	
62	Message alert	S	
63	Radio talk group (if assigned)	S	
64	Page Title, navigation, breadcrumbs	M	

65	Unit ID	S	
66	User ID	S	
67	Vehicle location (e.g., on map)	S	
68	Ability to view all active units (on map)	S	
69	Ability to see all units assigned to the same incident you are currently assigned	S	
70	Ability to view multiple calls simultaneously (e.g., in different windows).	S	
71	Ability to set user-defined criteria for how data is displayed (e.g., incident screen, unit screen).	S	
72	<b>Function Keys/Commands</b>		
73	Ability to support single keystroke commands.	S	
74	Ability to define function keys to directly access menus, sub-menus or individual functions	S	
75	Ability for each Agency to define keystroke shortcuts for:	S	
76	<i>Common tasks</i>	S	
77	<i>Status updates</i>	S	
78	<i>Form retrieval (e.g., NCIC call disposition)</i>	S	
79	Ability to configure a Mobile button (tool bar or function key) to launch any third-party program (e.g., Adobe, Word).	S	
80	<b>Emergency Key Functionality</b>		
81	Ability to initiate an emergency message transmission from a touch screen button or hot key.	S	
82	Ability to automatically transmit the following information in an emergency situation:	S	
83	<i>Last known location</i>	S	
84	<i>Current location (with AVL)</i>	S	
85	<i>Reference to incident</i>	S	
86	<i>User ID</i>	S	
87	<i>User name</i>	S	
88	Ability to have a visible and audible indication that emergency key has been activated (in all units).	S	
89	Ability for dispatch to select which consoles receive visible/audible alert of emergency key activation	S	
90	Ability to configure emergency key to capture Agency defined combination of above information.	S	
91	Ability to link emergency key functionality to PTT (Push to Talk) radio activation.	S	
92	Ability for Emergency information to imported into CAD	S	



93	Ability to send to all Mobile and CAD users (except the sender) an emergency notification with unit ID and location (if known) when the emergency key is activated.	S	
94	Ability to prevent emergency notification from appearing on the sender's screen.	S	
95	Ability for the Mobile screen to revert to its prior view after the user dismisses an emergency message.	S	
96	Ability for system administrator to turn off emergency key functionality by:	S	
97	<i>Device</i>	S	
98	<i>User</i>	S	
<b>99</b>	<b>Security</b>		
100	Ability for Agency to set the time a Mobile can remain inactive before automatically logging out the user.	S	
101	Ability to print a log of all transactions for a Mobile computer.	S	
102	Ability for Mobile user to remain logged in to CAD, despite software shut-downs or computer re-boot.	S	
103	Ability to save data entered into user logon fields that remains the same from session to session (e.g., all information other than password).	S	
104	Ability for Agency to define logoff requirements (e.g., what data is required at time of logoff).	S	
105	Ability to support a single password sign-on to CAD, the Mobile and the operating system.	S	
106	Ability to automatically notify the following of Mobile logon and logoffs (e.g., name, ID):	S	
107	<i>Dispatchers</i>	S	
108	<i>Field supervisors</i>	S	
109	Ability to logon multiple individuals per unit.	<b>M</b>	
110	Ability to assign an individual to a unit at any time from within the mobile application.	S	
111	Ability to remove an individual from a unit at any time from within the mobile application.	S	
112	Ability, when there are multiple users logged onto one Mobile, to allow one user to logoff the system while allowing another to remain logged on.	S	
113	Ability for a resource to be logged on but not available for service.	<b>M</b>	
114	Ability for the administrator to configure status upon logon	S	
115	Ability to logoff personnel without logging off the associated apparatus (e.g., firefighters changing shift).	S	

116	Ability for a user to logoff the system and save information on the Mobile for an Agency defined period of time, including:	S	
117	<i>In-progress/closed calls</i>	S	
118	<i>In-progress reports</i>	S	
119	<i>Messages</i>	S	
120	<i>Notes</i>	S	
121	<i>Query returns</i>	S	
122	Ability to store the following until manually deleted by the user:	S	
123	<i>In-progress/closed calls</i>	S	
124	<i>In-progress reports</i>	S	
125	<i>Messages</i>	S	
126	<i>Notes</i>	S	
127	<i>Query returns</i>	S	
128	Ability to support a download of software/files at logon without interfering with operational performance.	S	
129	Ability for user to initiate download or for automated download to occur		
130	Ability to add resource skill rather than having it assigned to the unit	M	
131	Ability for user login to update the resource recommendation	S	
132	Ability to separate Mobile logoff from designating status as off-shift.	S	
133	<b>Application Integration</b>		
134	Ability to view incident information available in CAD on the Mobile.	M	
135	Ability to provide the same messaging features as the CAD application on mobile	S	
136	Ability for mobile status updates to be reflected in CAD.	M	
137	Ability to receive dispatch alerts and/or indicators without losing current work.	S	
138	Ability to receive messages and/or indicators without losing current work.	S	
139	Ability to acknowledge dispatch without losing current work.	S	
140	Ability to bring dispatch to forefront without losing current work.	S	
141	Ability for alerts created in CAD or LRMS/FRMS/PCR to be made available to users in the Mobile environment.	S	

142	Ability to provide the option to view DMV data from the mobile device.	S	
<b>143</b>	<b>AVL Integration</b>		
144	Ability to support AVL functionality.	M	
145	Ability to support GPS functionality.	M	
146	Ability to display other field units on mobile map (assuming AVL and sufficient bandwidth).	S	
147	Ability to filter displayed field units on mobile map by Agency defined roles (e.g., only fire units or only units within a command area).	S	
148	Ability to integrate GPS (radio or mobile phone) into mapping client.	S	
149	Ability to display vehicle location on a map and view progress toward incident location.	M	
150	Ability to display direction of travel of units.	S	
151	Ability to automatically rotate map so that unit is automatically displayed moving forward.	S	
152	Ability to rotate map so north is always at the top of map regardless of direction heading.	S	
153	Ability to receive automatic alerts for Agency defined criteria (e.g., hazards, outstanding warrant, sex offender) based on proximity of unit to coordinate.	S	
154	Ability for system administrator to turn off automatic alerts.	S	
155	Ability for system to automatically recognize that a unit is in close proximity to an incident location.	S	
156	Ability to turn AVL functionality on/off for individual units based on Agency defined roles (e.g., undercover units).	S	
157	Ability to configure the AVL polling rate by Agency and role within Agency.	S	
158	Ability to send the AVL location for calls initiated from the mobile computer.	S	
159	Ability for system to save vehicle travel route based on AVL for playback for Agency defined period of time.	S	
160	Ability to generate a report on vehicle travel routes based on AVL for Agency defined period of time (e.g., geophone).	S	
161	Ability to query AVL logs.	S	
162	Ability to export data from AVL logs.	S	
<b>163</b>	<b>Routing</b>		

164	Ability to automatically calculate directions from user's current location (on Mobile using AVL) to dispatched location.	<b>M</b>	
165	Ability to support quickest-time routing for all dispatches.	<b>M</b>	
166	Ability to recalculate directions to incident/specified location on the fly.	<b>M</b>	
167	Ability to provide audible routing information.	S	
168	Ability to provide text-based routing information.	S	
169	Ability to provide closest cross streets.	<b>M</b>	
170	Ability to take into account the following when calculating routing directions:	S	
171	<i>Street speed limits</i>	S	
172	<i>Closed streets</i>	S	
173	<i>One-way streets</i>	S	
174	<i>Dispatch entered obstacles by Agency defined radius</i>	S	
175	<i>Mobile user entered obstacles by Agency defined radius</i>	S	
176	<i>Distance between vehicle and incident location</i>	S	
177	<i>Height limitations on overpasses</i>	S	
178	<i>Interstate crossovers</i>	S	
179	<i>Elevations (e.g., overpasses)</i>	S	
180	<i>Weight restriction on bridges</i>	S	
181	<i>Traffic history (general)</i>	S	
182	<i>Speed history based on average Fire/EMS/PD speed on previously traveled routes</i>	S	
183	<i>Agency defined traffic speed</i>	S	
184	Ability to highlight on the map the recommended route from current location to a dispatched incident site.	S	
185	Ability for Mobile user to turn recommended route ability on/off.	<b>M</b>	
186	Ability for Mobile user to alter recommended route, based on:	S	
187	<i>Application recommendation(s)</i>	S	
188	<i>Manual (e.g., drag and drop)</i>	S	
189	Ability to clearly display potential obstacles along route.	S	
190	Ability to provide estimated travel time.	S	
191	Ability to record all routing displays within CAD (e.g., map displays, travel time, travel time estimation) for analysis to improve routing algorithms	S	

192	Ability to notify user when a different unit comes within an Agency defined proximity of the first unit (e.g., warning of approaching unit).	S	
<b>193</b>	<b>Status Views</b>		
194	Ability to view pending calls.	M	
195	Ability to view active calls.	M	
196	Ability to view unit status by:	S	
197	<i>Agency</i>	S	
198	<i>Area command</i>	S	
199	<i>Availability</i>	S	
200	<i>Beat</i>	S	
201	<i>Battalion</i>	S	
202	<i>City</i>	S	
203	<i>Sector</i>	S	
204	<i>Fire zone box</i>	S	
205	<i>Individual unit/apparatus</i>	S	
206	<i>Squad/company</i>	S	
207	<i>Overtime assignment</i>	S	
208	Ability to open any active incident to view dispatch data, units and incident notes.	M	
209	Ability to filter display of CAD calls in the incident window by:	S	
210	<i>Call type</i>	S	
211	<i>Nature</i>	S	
212	<i>Agency</i>	S	
213	<i>Geographic Area</i>	S	
214	<i>Call status</i>	S	
215	<i>Unit</i>	S	
216	<i>Priority</i>	S	
217	Ability to sort display of CAD calls in the incident window by:	S	
218	<i>Call type</i>	S	
219	<i>Nature</i>	S	
220	<i>Agency</i>	S	
221	<i>Geographic Area</i>	S	
222	<i>Call status</i>	S	
223	<i>Unit</i>	S	
224	<i>Priority</i>	S	
225	<i>Received</i>	S	
226	Ability to save display setting per user.	S	
<b>227</b>	<b>Mobile Dispatch Operations</b>		
<b>228</b>	<b>Dispatch Receipt</b>		

229	Ability to receive dispatches on the Mobile application.	<b>M</b>	
230	Ability to receive dispatches on multiple mobile telecommunications devices including, but not limited to:	S	
231	<i>Mobile computers</i>	<b>M</b>	
232	<i>Smart phones</i>	S	
233	<i>Cell phones</i>	S	
234	<i>Pagers</i>	S	
235	<i>Tablets</i>	S	
236	Ability for dispatches to open automatically on mobile computers.	S	
237	Ability to alert mobile users that a new dispatch has arrived:	<b>M</b>	
238	<i>Audible alert</i>	<b>M</b>	
239	<i>Visual alert</i>	<b>M</b>	
240	<i>Physical alert (e.g., vibrate)</i>	S	
241	Ability to provide a distinguishable alert for high priority calls (as defined by each Agency):	<b>M</b>	
242	<i>Audible alert</i>	S	
243	<i>Visible alert</i>	S	
244	<i>Physical alert (e.g., vibrate)</i>	S	
245	Ability for all personnel dispatched to an incident to receive notification when other personnel are en route.	S	
246	Ability for all personnel dispatched to a call to receive notification of status and location changes of other personnel dispatched to the call.	S	
247	Ability for the Field supervisor to sign on to more than one area to see multiple notifications	S	
248	Ability for Mobile users to add themselves to an incident.	S	
249	Ability to access and read all call comments associated with a call, regardless of assignment based on Agency defined permissions.	S	
250	Ability to display the following information in distinct fields or tabs (as opposed to in the call narrative) upon receipt of dispatch:	S	
251	<i>Assisting unit(s)</i>	S	
252	<i>Comments/narrative (unlimited)</i>	S	
253	<i>Date and time incident entered</i>	S	
254	<i>Driver registration information</i>	S	
255	<i>HAZMAT code and instructions</i>	S	
256	<i>HAZMAT status</i>	S	
257	<i>Incident location with cross streets</i>	S	
258	<i>Incident priority</i>	S	

259	<i>Incident type</i>	S	
260	<i>Incident talk group</i>	S	
261	<i>Number of previous calls at a location</i>	S	
262	<i>Pre-plan information</i>	S	
263	<i>Reporting party address</i>	S	
264	<i>Reporting party name</i>	S	
265	<i>Reporting party phone</i>	S	
266	<i>Suspect information:</i>	S	
267	<i>Name</i>	S	
268	<i>Description</i>	S	
269	<i>Location</i>	S	
270	<i>Phone number at incident location (if different)</i>	S	
271	<i>Premise and prior information flag</i>	S	
272	<i>Premise information</i>	S	
273	<i>Recommended route</i>	S	
274	<i>System generated incident number</i>	S	
275	<i>Weapons involved</i>	S	
276	<i>Agency defined</i>	S	
277	Ability for all agencies to see dispatch information sent to other agencies dispatched to the same incident.	S	
<b>278</b>	<b>Dispatch Updates</b>		
279	Ability to maintain static screen view while new information is being added.	M	
280	Ability to receive supplemental dispatch information (e.g., location, suspect, pictures, vehicle information) without interrupting or overlaying current screen.	S	
281	Ability for dispatch data to be updated in real-time without user intervention (e.g., incidents, unit statuses, call comments).	S	
282	Ability for supplemental information to be visually distinct from information previously received by Mobile user (e.g., separate font color, highlighted).	S	
283	Ability to have different types of information on different screens (e.g., tabs - one for current incident, one for related premise history) such that users can easily filter or access information.	S	
<b>285</b>	<b>Premise and Hazard Information</b>		
286	Ability to alert user of availability of information associated with a location (gate codes, hazards, premise history, pre-plans, etc.).	M	

287	Ability to indicate type of information that is attached to a call (e.g., gate code, hazard) so that user can decide whether or not to retrieve the information.	S	
288	Ability for field units to have the option of pulling up or not pulling up information attached to the call.	S	
289	Ability to drill down in premise history to find links to incidents, persons, vehicles, etc.	S	
290	Ability to retrieve fire pre-plan information in the mobile environment.	S	
291	Ability to pull up a previous call in a premise history file and show any hazards that were valid at the time of the call.	S	
292	Ability to dynamically display response guides (e.g., checklist), based on Agency defined call types, including:	S	
293	<i>Emergency Response Guide (ERG)</i>	S	
294	<i>Pre-plan Material Safety Data Sheet (MSDS)</i>	S	
<b>295</b>	<b>Field Initiated Calls for Service</b>		
296	Ability to initiate a call for service from the Mobile, including:	<b>M</b>	
297	<i>Call for service</i>	<b>M</b>	
298	<i>Traffic stop</i>	<b>M</b>	
299	<i>Subject stop</i>	<b>M</b>	
300	<i>Administrative activity (e.g. training, field inspections)</i>	<b>M</b>	
301	<i>Other Agency defined call types.</i>	<b>M</b>	
302	Ability to initiate a call for service with:		
303	<i>Function key</i>	S	
304	<i>Quick touch button</i>	S	
305	Ability, with appropriate supporting mapping/AVL technology, to indicate unit/incident location when initiating an incident from the field.	<b>M</b>	
306	Ability to revalidate self-initiated call for service location at the dispatch level.	S	
<b>307</b>	<b>Perimeters</b>		
308	Ability to automatically generate a perimeter upon entry of a location and perimeter distance (e.g., set a 3 block perimeter around 300 Main St.).	S	
309	Ability to receive suggested perimeter positions from dispatch.	S	
310	Ability for suggested perimeter positions to appear on mobile map upon receipt.	S	
311	Ability to automatically generate perimeters based on:	S	
312	<i>Wind conditions</i>	S	



313	<i>Chemical material type</i>	S	
314	<i>Agency defined field</i>	S	
315	<i>Any combination of above</i>	S	
316	Ability to automatically create perimeters, based on Agency defined parameters for a given call type (e.g., chemical spill requires a 10 block perimeter).	S	
<b>317</b>	<b>Call Disposition</b>		
318	Ability to require an Agency specific call clearance code in order to clear a call from the Mobile.	M	
319	Ability for each Agency to have their own unique disposition codes and not be presented with disposition codes used by other agencies (e.g., fire only sees fire disposition codes).	S	
320	Ability to select disposition code from a drop-down list.	S	
321	Ability to provide a text field for disposition comments.	S	
322	Ability to reject a disposition if unsuitable for the incident type.	S	
<b>323</b>	<b>BOLOs</b>		
324	Ability to view BOLOs in the mobile environment.	M	
326	Ability for Agency defined users to input BOLOs.	M	
327	Ability for BOLOs to be saved to central location for later viewing.	M	
<b>328</b>	<b>Queries</b>		
<b>329</b>	<b>General Queries</b>		
330	Ability to query the following systems from CAD on the mobile device	S	
331	<i>CAD</i>	S	
332	<i>RMS</i>	S	
333	<i>Image Trend</i>	S	
334	<i>PCR</i>	S	
335	<i>JMS</i>	S	
336	<i>VCIN</i>	S	
337	<i>NCIC</i>	S	
338	<i>LInX</i>	S	
339	Ability to automatically generate Agency defined queries based on call type.	S	
340	Ability to search and query all appropriate databases without impacting dispatching performance.	S	
341	Ability to query and retrieve premise information for an address not associated with a call for service.	S	
342	Ability to initiate queries with a single key stroke.	S	

343	Ability to use predefined data entry forms/screens (masks) to minimize data transmitted during queries.	S	
344	Ability for Agency to create standard query screen formats (masks).	S	
345	Ability to provide pre-defined data entry/query forms, including, but not limited to:	S	
346	<i>Articles</i>	S	
347	<i>Accident Investigation</i>	S	
348	<i>Driver license query</i>	S	
349	<i>Incident status</i>	S	
350	<i>Location</i>	S	
351	<i>License plate query</i>	S	
352	<i>Logon/logoff</i>	S	
353	<i>Missing person information</i>	S	
354	<i>Name query</i>	S	
355	<i>Premise information query</i>	S	
356	<i>Previous events</i>	S	
357	<i>Vehicles</i>	S	
358	Ability to identify the route to a location identified in a query return.	S	
359	Ability to access query forms by:	S	
360	<i>Command line entry</i>	S	
361	<i>Drop down menus</i>	S	
362	<i>Dedicated function keys</i>	S	
<b>363</b>	<b>Unit History Queries</b>		
364	Ability for users in Agency defined roles to query unit history detail by:	<b>M</b>	
365	<i>Date and time range (i.e., start and end dates or times)</i>	S	
366	<i>Personnel ID</i>	S	
367	<i>Unit ID</i>	S	
368	<i>Apparatus ID</i>	S	
369	<i>Geographic area (e.g., area, beat, sector, grid)</i>	S	
<b>370</b>	<b>Incident Queries</b>		
371	Ability to query and retrieve incident records by one or more of the following factors:	<b>M</b>	
372	<i>Any operator ID associated with the incident</i>	S	
373	<i>Any unit ID assigned to the incident</i>	S	
374	<i>Apparatus ID</i>	S	
375	<i>Caller number</i>	S	
376	<i>Case number</i>	S	
377	<i>Cross streets</i>	S	

378	<i>Date and time range (e.g., start and end data and time parameters)</i>	S	
379	<i>Disposition codes</i>	S	
380	<i>Unit ID</i>	S	
381	<i>Personnel ID</i>	S	
382	<i>Geographic area (e.g., area, beat, sector, grid)</i>	S	
383	<i>Incident number</i>	S	
384	<i>Incident priority</i>	S	
385	<i>Incident type</i>	S	
386	<i>License plate</i>	S	
387	<i>Location or partial location</i>	S	
388	<i>Name (suspect, reporting party, witness, victim)</i>	S	
389	<i>Census tract</i>	S	
390	<i>Reporting district</i>	S	
<b>391</b>	<b>License Plate Queries</b>		
392	Ability for authorized users to enter vehicle stops on the command line or entry form and automatically run the license plate against all available relevant databases.	M	
393	Ability for authorized users to conduct multiple license plate searches without closing the previous search	M	
394	Ability to save all previous license plate searches until user clears data or user logs off	M	
396	Ability for license plate queries to default to:	M	
397	<i>Virginia</i>	S	
398	<i>Current year</i>	S	
399	<i>Passenger Car (PC)</i>	S	
400	Ability to support nested queries (e.g., running a plate also queries registered owner).	S	
<b>401</b>	<b>Query Returns</b>		
402	Ability to save all query returns until user clears data.	S	
403	Ability to save all stored query returns after logoff (e.g., returns are still there the next time user logs onto the system).	S	
404	Ability to produce an alert when a query return contains a record marked as potentially hot (e.g., contains Agency defined keywords such as stolen, wanted, missing):	S	
405	<i>Audible alert</i>	S	
406	<i>Visual alert</i>	S	
407	Ability to produce an alert when a record returns a record containing a stolen vehicle:	S	
408	<i>Audible alert</i>	S	
409	<i>Visual alert</i>	S	

410	Ability for mobile query returns to appear on dispatcher's screen as well as the mobile computer screen if the return contains an Agency defined keyword (e.g., stolen, missing, wanted, felony).	S	
411	Ability to drill down into query returns regarding a potentially hazardous subject, vehicle, and/or location to find the details of that hazard.	S	
412	Ability for vehicle query returns to include make, model, and vehicle color.	S	
413	Ability to sort query results on any returned field.	S	
414	Ability for query results to display on mobile map (if applicable).	S	
<b>415</b>	<b>Incident Command</b>		
416	Ability for the incident command module to be compliant with National Incident Management System (NIMS) requirements.	S	
417	Ability to use the incident command module without wireless connectivity.	S	
418	Ability to limit the ability to initiate incident command functionality to Agency defined authorized users.	S	
419	Ability to limit the ability to view incident command module to Agency defined authorized users.	S	
420	Ability to provide an incident command system that tracks:	S	
421	<i>Personnel on-scene</i>	S	
422	<i>Incident locations</i>	S	
423	<i>Situation status</i>	S	
424	<i>Radio channel(s)</i>	S	
425	<i>Resources</i>	S	
426	<i>Patient counts and status</i>	S	
427	<i>Tasks:</i>	S	
428	<i>Assigned to</i>	S	
429	<i>Status</i>	S	
430	<i>Completed (Y/N)</i>	S	
431	<i>Narrative</i>	S	
432	Ability to export Incident Command data to:	S	
433	<i>Incident Command System (ICS) form</i>	S	
434	<i>National Incident Management System (NIMS) form</i>	S	
435	Ability to print completed forms as a PDF.	S	
436	Ability to export information from the Incident Command module in an XML format.	S	

437	Ability to maintain "administrative" log of all actions taken during incident (e.g., briefings, time stamps).	S	
438	Ability to support incident timers.	S	
439	Ability to associate timers and alerts with specific tasks.	S	
440	Ability for multiple users to enter data in the incident command system simultaneously from separate terminals.	S	
441	Ability to provide an organizational breakdown/hierarchy of resources on scene (e.g., organizational chart).	S	
442	Ability for each Agency to define hierarchy of positions based on response type (e.g., initial incident command, rapid intervention).	S	
443	Ability for Agency to change hierarchy of positions on scene on the fly.	S	
444	Ability for each Agency to define tasks necessary to complete as determined by the incident type.	S	
445	Ability to provide messaging capabilities within the Incident Command module.	S	
446	Ability to have templates that are dedicated to specific functional areas (e.g., treatment areas, staging areas.).	S	
447	Ability to link certain data fields to a global view within the incident command module (e.g., provide high level summary of each functional area on a master display).	S	
448	Ability to use incident command modules from various mobile devices (MDC, wireless laptop, handheld device).	S	
<b>449</b>	<b>Incident Diagramming</b>		
450	Ability to provide a scene diagramming tool.	S	
451	Ability for diagramming tool to support three-dimensions.	S	
452	Ability to support plume modeling.	S	
453	Ability to support fire modeling.	S	
454	Ability to provide standard icons to be used within the scene diagramming tool (e.g., building, apparatus).	S	
455	Ability to provide a free-form drawing tool on the scene diagramming feature.	S	
456	Ability to add text to any drawn images.	S	
457	Ability to support "white-board" functionality (e.g., user edits a large white board with data automatically sent electronically to the system).	S	
458	Ability to import mobile map onto incident "white-board".	S	
459	Ability to import images onto "white-board".	S	
460	Ability to import a preplan or GIS layer.	S	

461	Ability to add information to an imported preplan or GIS layer.	S	
462	Ability to zoom in and out of diagramming tool.	S	
463	Ability to export incident diagram to:	S	
464	<i>PDF</i>	S	
465	<i>Image</i>	S	
466	<i>Word</i>	S	

Item #	CAD Functional Requirements	Mandatory/ Suggested	Functionality Met (Y/N)
	<b>General CAD Requirements</b>		
1	Ability to handle multiple types of public safety agencies within the same jurisdiction:	M	
2	<i>Law Enforcement</i>	S	
3	<i>Fire-EMS</i>	S	
4	<i>Public Works</i>	S	
5	<i>Emergency Management</i>	S	
6	<i>Either call taking or dispatching functions</i>	S	
7	<i>Both call taking and dispatching functions</i>	S	
8	Ability to comply with relevant NPFA standards (e.g., 1221, 1061, 1710) regarding installation, maintenance and usage of emergency services communications systems.	M	
9	Ability to comply with published NENA NG911 standards.	S	
10	Ability to comply with NIEM standards.	S	
11	Ability to comply with APCO/IJIS Unified CAD Functional Requirements.	S	
12	Ability to capture all CAD transactions in an audit log, including but not limited to:	S	
13	<i>Call received</i>	S	
14	<i>Call transferred from E9-1-1 to CAD system</i>	S	
15	<i>Call for service created (call entered into system)</i>	S	
16	<i>Geo verification</i>	S	
17	<i>Transferred to dispatcher (call entered)</i>	S	
18	<i>Narrative updates</i>	S	
19	<i>Incident name, address or phone number updated</i>	S	
20	<i>Caller name, address or phone number updated</i>	S	
21	<i>Call priority change</i>	S	
22	<i>Call response requirements changed</i>	S	
23	<i>Call incident type changed</i>	S	

24	<i>CAD recommended responses and what capabilities each unit was fulfilling</i>	S	
25	<i>Closest unit with required capabilities</i>	S	
26	<i>Call dispatched</i>	S	
27	<i>Call assigned to unit's call queue</i>	S	
28	<i>Unit receives call</i>	S	
29	<i>Unit reviews call (if different from unit receives call)</i>	S	
30	<i>Any status change</i>	S	
31	<i>Any change in unit location</i>	S	
32	<i>Other agency notifications</i>	S	
33	<i>Subsequent dispatcher reviews call</i>	S	
34	<i>Any review of Hazards/Premise alerts or flags</i>	S	
35	<i>Additional units added to call</i>	S	
36	<i>Call transferred to another agency</i>	S	
37	<i>Cleared from call</i>	S	
38	<i>Call re-routed</i>	S	
39	<i>Incident closed</i>	S	
40	<i>Incident reopened</i>	S	
41	<i>Incident supplemented</i>	S	
42	<i>Last-known unit location</i>	S	
43	<i>Pre-empt (swap unit between incidents)</i>	S	
44	<i>Vehicle number</i>	S	
45	<i>Error messages</i>	S	
46	Ability to access a browser-based CAD on a PDA (e.g., smartphone, tablet):	S	
47	<i>Read-only purposes</i>	S	
48	<i>Entering calls</i>	S	
49	<b>Application User Interface</b>		
50	Ability for the agency to determine which window configuration options are configurable at the user level.	S	
51	Ability for users to customize window views, including, but not limited to:	S	
52	<i>Font size</i>	S	
53	<i>Font colors</i>	S	
54	<i>Font type</i>	S	
55	<i>Window background color</i>	S	
56	<i>Window sizes</i>	S	
57	<i>Window locations</i>	S	
58	<i>Fields displayed</i>	S	
59	<i>Order in which fields are displayed</i>	S	
60	Ability for users to disable selected audible alerts.	S	

61	Ability to save windows configurations based on user IDs (e.g., not workstation-specific).	S	
62	Ability to save windows configurations based on user role (i.e. Fire Dispatch, Police Dispatch, Calltaker, Supervisor, etc).	S	
63	Ability for all configured colors to match throughout the application (e.g., unit status color is the same in active queue as displayed in map).	S	
64	Ability to allow a return to system default settings.	S	
65	Ability to perform commands using any of the following methods:	S	
66	<i>Agency defined function keys</i>	S	
67	<i>Agency defined shortcuts</i>	S	
68	<i>Command lines</i>	S	
69	<i>Toolbar</i>	S	
70	<i>Keyboard</i>	S	
71	<i>Mouse click</i>	S	
72	<i>User defined function keys (hot keys)</i>	S	
73	Ability to execute any CAD function using the keyboard (list exceptions).	S	
74	Ability to execute any CAD function using the mouse (list exceptions).	S	
75	Ability to provide type ahead (e.g., auto-complete) capability such that the user can continue entering data while the system is processing a previous transaction.	S	
76	Ability to disable type ahead capability at the:	S	
77	<i>System level</i>	S	
78	<i>User level</i>	S	
79	Ability to prompt user of subsequent fields required for completion on command line.	S	
80	Ability to display system messages without affecting work in progress.	S	
81	Ability to minimize or maximize any activity screen.	S	
82	Ability to have multiple windows open at the same time.	S	
83	Ability to alert user if information is updated in minimized window	S	
84	Ability to tile or cascade multiple windows on screen.	S	
85	Ability to provide multiple command lines.	S	
86	Ability to create a new command line with a single keystroke.	S	
87	Ability to dedicate a command line to a distinct incident.	S	
88	Ability to enter commands in any order on the command	S	



	line.		
89	Ability to enter more than one command on a single command line.	S	
90	Ability for narrative fields to have the following attributes:	S	
91	<i>Unlimited number of characters</i>	S	
92	<i>Word wrap</i>	S	
93	Ability to use arrow and tab keys to scroll within a window.	S	
94	Ability to display one or more status windows at the same time.	S	
<b>95</b>	<b>Call Taking</b>		
<b>96</b>	<b>Call Receipt</b>		
97	Ability to receive call data from:	M	
98	<i>E9-1-1 phone system</i>	M	
99	<i>Non-emergency 10 digit phone numbers</i>	S	
100	<i>Private alarm companies/ASAP interface</i>	S	
101	<i>Text-2-911</i>	S	
102	<i>IP-based sources</i>	S	
103	Ability to include spacing or hyphens when displaying phone numbers (e.g., 434 999 9999 or 434-999-999), rather than a string of 10 digits (4349999999).	S	
104	Ability to automatically populate a call for service screen when a call is answered through the phone system with all fields available from the phone Ani/ALI controller listed in Call Date Entry section):	S	
105	<i>Administrative hard wired phone line</i>	S	
106	<i>Hard wired 9-1-1 phone line</i>	S	
107	<i>Wireless 9-1-1 line</i>	S	
108	<i>Ability to automatically display historical information for a configurable time period based on( In a separate window):</i>	M	
109	<i>Caller name</i>	M	
110	<i>Caller address</i>	M	
111	<i>Caller Phone Number</i>	S	
<b>112</b>	<b>Call Data Entry</b>		
113	Ability for users to use either preformatted screens or command lines for incident entry.	S	
114	Ability to provide dedicated fields to capture all incoming call information from the E9-1-1 system, including, but not limited to:	S	
115	<i>Caller name</i>	S	
116	<i>Caller telephone number</i>	S	

117	<i>Caller address:</i>	S	
118	<i>Street address</i>	S	
119	<i>Apartment number</i>	S	
120	<i>Building number</i>	S	
121	<i>Suite number</i>	S	
122	<i>Floor</i>	S	
123	<i>City/Town</i>	S	
124	<i>Common place name</i>	S	
125	<i>State</i>	S	
126	<i>Incident location:</i>	S	
127	<i>Street address</i>	S	
128	<i>Apartment number</i>	S	
129	<i>Building number</i>	S	
130	<i>Suite number</i>	S	
131	<i>Floor</i>	S	
132	<i>City/Town</i>	S	
133	<i>Common place name</i>	S	
134	<i>State</i>	S	
135	<i>Telephone call class of service</i>	S	
136	<i>Alternate telephone number</i>	S	
137	<i>Cellular phone service provider</i>	S	
138	<i>Phase I or Phase II accuracy information</i>	S	
139	<i>X/Y coordinates</i>	M	
140	<i>Text message? (Y/N)</i>	S	
141	<i>IP address (assuming phone system is NG911 capable)</i>	S	
142	<i>TTY conversation? (Y/N)</i>	S	
143	<i>Foreign language line required? (Y/N)</i>	S	
144	<i>Modifying circumstances (e.g., delayed entry)</i>	S	
145	<i>See complainant? (Y/N)</i>	S	
146	<i>Handle by phone/phone message? (Y/N)</i>	S	
147	<i>Any other information captured by the E9-1-1 system</i>	S	
148	<i>Agency defined field or reference number</i>	S	
149	Ability to attach multimedia messages (MMS), including videos or pictures taken by citizens, to a call.	S	
151	Ability to transfer reporting party location information into CAD incident location field upon verbal verification that address is the same (e.g., hit a function key to populate, otherwise call taker enters address manually).	S	
152	Ability to enter multiple callers/witnesses/suspects for a single incident into defined fields (not narrative).	S	

153	Ability to enter standard vehicle information in defined fields and record the entered information as part of the incident record.	S	
154	Ability for agency to configure the format in which subject date of births are entered.	S	
155	Ability to generate an incident from a previous incident.	S	
156	Ability to generate an incident from a previous incident across agencies (e.g., Law Enforcement to Fire and vice versa).	S	
157	Ability to automatically generate an incident from validated information received from an private alarm monitoring company/ASAP interface.	S	
158	Ability for dispatcher to identify comments in narrative as priority comments that are distinct from other routine comments	S	
159	Ability to filter narrative so only comments are shown and system generated audit remarks are hidden	S	
160	Ability to automatically accent comments in narrative entered by different call takers (e.g. different colors)	S	
<b>161</b>	<b>Location Capture</b>		
162	Ability to relate X/Y coordinates to an actual address.	S	
163	Ability to display X/Y coordinates to a map for display	S	
164	Ability to display wireless location area of uncertainty on map	S	
165	Ability to capture incident location separately from caller location.	S	
166	Ability to enter a location for an event by the following methods:	S	
167	<i>Street address</i>	S	
168	<i>Block number or address range</i>	S	
169	<i>Common place name</i>	S	
170	<i>Landmark</i>	S	
171	<i>Intersecting street names</i>	S	
172	<i>Interstate highways:</i>	S	
173	<i>Interstate highway number</i>	S	
174	<i>Mile markers</i>	S	
175	<i>Exit numbers</i>	S	
176	<i>Railroad tracks</i>	S	
177	<i>Rivers</i>	S	
178	<i>Streams</i>	S	
179	<i>Trails/Greenways</i>	S	
180	<i>X/Y coordinates</i>	S	

181	<i>Z or elevation when available</i>	S	
182	<i>Point and click on a map</i>	S	
183	Ability to suggest locations based on type-ahead (e.g., autofill) capabilities or partial entry for:	S	
184	<i>Street addresses</i>	S	
185	<i>Intersections</i>	S	
186	<i>Common places</i>	S	
187	Ability to type in either street first when entering intersections.	S	
188	Ability to save intersections as identical address points regardless of order of streets entered (e.g., 1st/Main same as Main/1st).	S	
189	Ability to enter addresses on one line.	S	
190	Ability for system to automatically parse address data into address data fields including:	S	
191	<i>Street number</i>	S	
192	<i>Street name</i>	S	
193	<i>Street prefix</i>	S	
194	<i>Street suffix (NW, SW, NE, SE)</i>	S	
195	<i>Street type (Av, Ln, Bd, "None")</i>	S	
196	<i>Unit type</i>	S	
197	<i>Unit number</i>	S	
198	<i>Floor</i>	S	
199	<i>Suite number</i>	S	
200	<i>Building number</i>	S	
201	<i>Apartment number</i>	S	
202	<i>City</i>	S	
203	<i>County</i>	S	
204	<i>State</i>	S	
205	<i>Route number</i>	S	
206	Ability to accept spelled numbers (e.g., one, twenty, first).	S	
207	Ability to capture the following information upon receipt of a wireless 9-1-1 call:	S	
208	<i>Street address of tower</i>	S	
209	<i>X/Y coordinates</i>	S	
210	<i>Uncertainty factor for location information</i>	S	
211	<i>Point and uncertainty radius of caller</i>	S	
212	<i>Z or elevation when available</i>	S	
213	<b>Location Verification</b>		
214	Ability to verify any address entered into the system (e.g., updated field personnel locations, field personnel-initiated incidents).	M	

215	Ability to provide user a list to select from if multiple street addresses/street names/intersections with the same names are found in geofile.	S	
216	Ability to offer a list of address options if multiple similar addresses/intersections/street names are found in geofile.	S	
217	Ability to conduct multiple searches so that, if there is no address match, the system will continue to search for possible address matches and present user with a list of possible matches.	S	
218	Ability to display closest address matches based on:	S	
219	<i>Block ranges</i>	S	
220	<i>Building name</i>	S	
221	<i>Business name</i>	S	
222	<i>Premise name</i>	S	
223	<i>Common place names</i>	S	
224	<i>Intersections</i>	S	
225	<i>Phonetic spelling</i>	S	
226	<i>Soundex</i>	S	
227	<i>Street name</i>	S	
228	<i>Proximity to Wireless location X/Y coordinates</i>	S	
229	Ability to display associated common place, business or premise names along with street address when a matching street address is found during the address verification process.	S	
230	Ability to enter a valid street name and be presented with:	S	
231	<i>Aliases</i>	S	
232	<i>Associated address ranges</i>	S	
233	<i>List of cross streets</i>	S	
234	<i>Ability to translate call location to appropriate public safety geographical boundary (e.g. district, beat, sector, etc.).</i>	S	
235	Ability to translate alias names to actual street names or addresses.	S	
236	Ability to display, on a map the incident location in relation to other active incidents on the map during the incident entry process.	S	
237	Ability to display geofile data when location is validated.	S	
238	Ability to manually override address if not verified by geofile using a nearby address and use public safety boundaries from nearby address for response recommendations.	M	
239	Ability to log all locations that fail geofile validation.	S	

240	Ability to create a report of all overridden geoverified locations.	S	
241	Ability for the notification of correction to capture the following:	S	
242	<i>Address/location information as presented (ANI/ALI information)</i>	S	
243	<i>Address/location data as corrected by the user</i>	S	
244	<i>Date/time of report</i>	S	
245	<i>User ID</i>	S	
246	Ability to perform address verification manually without creating an event.	S	
<b>247</b>	<b>Call Classification and Prioritization</b>		
248	Ability to provide an option to generate automatic notifications to appropriate personnel upon entry of Agency defined call types.	S	
249	Ability for the agency to establish which notifications require user-confirmation, prior to being sent.	S	
250	Ability to display a drop down list containing incident types.	S	
251	Ability to dynamically filter data displayed in drop down list as user enters characters.	S	
252	Ability for system to automatically enter the appropriate Agency defined priority for each new incident based on call type.	S	
253	Ability to override incident priority.	S	
254	Ability to allow the authorized user to manually upgrade or downgrade the system-assigned priority.	S	
255	Ability for the system to recognize an escalating alarm level as a single incident and clearly identify when the alarm level was upgraded.	S	
256	Ability for user to change call type.	S	
<b>257</b>	<b>Incident Initiation</b>		
258	Ability to enter incidents using:	S	
259	<i>Standard call entry screen form</i>	M	
260	<i>CAD command on a command line</i>	S	
261	<i>Map by clicking on a location</i>	S	
262	<i>Automatically open a new incident initiation screen on call answer</i>	S	
263	Ability to input all call and narrative information on one screen.	S	

264	Ability to display a blank form for entering new incidents with a single keystroke, mouse click or function key upon initiation of a CAD incident.	S	
265	Ability to recommend associated incident types for other agencies during incident initiation (i.e. recommend medical incident when law traffic collision incident is created).	S	
266	Ability to override recommend associated incident types during incident initiation.	S	
267	Ability to copy an existing incident to create a new incident at the same location for same or different agencies.	S	
268	Ability for both original and copied incidents to indicate their relationship	S	
269	Ability for associated incidents to display comments entered in either incident by default.	S	
270	Ability for dispatcher to identify comments that do not get copied to associated incidents (e.g. criminal justice information)	S	
<b>271</b>	<b>Duplicate Call Management</b>		
272	Ability to automatically identify potential duplicate calls regardless of agency based on:	S	
273	<i>Caller name</i>	S	
274	<i>Incident/type code</i>	S	
275	<i>Configured proximity to current incident</i>	S	
276	<i>Configured radius around incident location</i>	S	
277	<i>Specific incident address/event location</i>	S	
278	Ability to display proximity calls on a map (e.g., to assist dispatchers in identifying possible duplicate calls).	S	
279	Ability to include pending calls in the potential duplicate call identification process.	S	
280	Ability to include field-initiated calls in the potential duplicate call identification process.	S	
281	Ability to include recently closed incidents in the potential duplicate call identification process.	S	
282	Ability for system administrator to define "recently closed" through a configuration parameter (e.g., time period).	S	
283	Ability to manually identify a duplicate call.	S	
284	Ability for an incident to be manually identified as a duplicate after call entry has been completed.	S	
285	Ability to provide the dispatcher with the following information about possible duplicate incidents:	S	
286	<i>Incident location</i>	S	

287	<i>Incident status</i>	S	
288	<i>Incident type</i>	S	
289	<i>Caller name and phone number</i>	S	
290	<i>Time the incident was initiated</i>	S	
291	<i>Incident narrative</i>	S	
292	<i>Units assigned</i>	S	
293	<i>User-defined proximity to current incident</i>	S	
294	<i>Original call taker</i>	S	
295	Ability for the dispatcher to do any of the following if a CAD incident is determined to be a duplicate call:	S	
296	<i>Add to the original incident record a second complainant with complete complainant information and additional incident comments</i>	S	
297	<i>Cancel the call</i>	S	
298	<i>Close a duplicate incident and associate it to the original CAD incident</i>	S	
299	<i>Create an entirely new incident using existing address data</i>	S	
300	Ability to alert the dispatcher when additional calls are merged to the original call.	S	
301	Ability to filter duplicate calls out of reports.	S	
302	<b>Hazard, Premise and Historical Information Retrieval</b>		
303	Ability to automatically display previous calls for service at the verified location.	S	
304	Ability to display the number of previous calls at a location.	S	
305	Ability to automatically initiate a search for hazards, premise or historical information upon address verification, based on:	M	
306	<i>Address with sub-address (i.e., unit number, building floor, apartment number, building complex number/letter)</i>	S	
307	<i>Block ranges</i>	S	
308	<i>Current business name</i>	S	
309	<i>Historic business name (unlimited)</i>	S	
310	<i>Common place names</i>	S	
311	<i>Intersections</i>	S	
312	Ability to query hazard and premise files from any associated data field.	S	
313	Ability to obtain hazard and premise information by double-clicking on map location.	S	
314	Ability for automatic search to include the following databases:	S	



315	<i>Police Records Management System</i>	S	
316	<i>Fire-EMS Records Management System</i>	S	
317	<i>Agency defined file</i>	S	
318	<i>Any CAD file containing address information (e.g., trespass, hazardous materials, premise history)</i>	S	
319	Ability to retrieve any hazard information from external SQL databases based on:	S	
320	<i>Names entered into call for service record</i>	S	
321	<i>Locations entered into call for service record</i>	S	
322	<i>Vehicles entered into call for service record</i>	S	
323	<i>Caller or Incident phone numbers</i>	S	
324	Ability to attach any premise or hazard information to a CAD call.	S	
325	Ability for map to display all known hazards within a user-defined radius.	S	
326	Ability to clearly display the presence of:	S	
327	Hazard information	S	
328	Premise history	S	
329	Ability for a user to quickly access hazard or premise information related to a call.	S	
330	Ability to include hazards for all addresses associated with a call for service.	S	
331	Ability to filter the hazard information that is displayed by agency (e.g., have fire agencies' information, such as pre-plans, available to law enforcement agencies, but allow the law enforcement agencies to filter whether or not the flags are displayed).	S	
<b>332</b>	<b>Incident Scheduling</b>		
333	Ability to enter incidents scheduled for dispatching at a later time (e.g., several hours/days later), maintaining the original time of entry.	S	
334	Ability to modify incidents scheduled for dispatching at a later time (e.g., several hours/days later), maintaining the original time of entry.	S	
335	Ability to cancel incidents scheduled for dispatching at a later time (e.g., several hours/days later), maintaining the original time of entry.	S	
336	Ability to schedule a type of incident to occur on a regular basis (i.e., recurring incident) for a user-defined period of time (e.g., extra patrol while a homeowner is on assignment, or extra patrol to target a particular nuisance).	S	
<b>337</b>	<b>Call Routing</b>		

338	Ability to send call for service to appropriate controlling dispatcher based on:	S	
339	<i>Location of incident</i>	S	
340	<i>Agency (e.g., law enforcement or fire)</i>	S	
341	<i>Incident</i>	S	
342	Ability to manually designate (or override automatic routing recommendation) console to which a call will be sent.	S	
343	Ability for authorized users to create temporary geographical zones by agency and any calls initiated within those zones be routed to specific workstations and have specific response plans.	S	
<b>344</b>	<b>CAD Mapping Requirements</b>		
345	Ability for mapping functionality to be integrated into CAD application.	S	
346	Ability to view on map the locations of:	S	
347	<i>Incoming 911 caller</i>	M	
348	<i>Incident location during address verification</i>	S	
349	<i>All pending and active 9-1-1 calls</i>	S	
350	<i>Units based on AVL or last known locations</i>	S	
351	Ability to display an address on the map when it is entered into the command line.	S	
352	Ability to pull up a call for service and have it automatically show up on the map.	S	
353	Ability to select a unit and have its last known location automatically display on the map.	S	
354	Ability to zoom in and center map display on:	S	
355	<i>Incident location during address verification.</i>	S	
356	<i>CAD incident in active window</i>	S	
357	<i>Last known location of a selected unit (AVL or unit status)</i>	S	
358	<i>Vehicle in pursuit mode</i>	S	
359	<i>Vehicle activating emergency button</i>	S	
360	Ability to utilize color, text, and/or symbols to distinguish status of unit.	S	
361	Ability to display anticipated travel time between two points on a map.	S	
362	Ability to provide directions to an incident from a unit's last known location or, if available, current location based on AVL.	S	
363	Ability for operational user to close streets by clicking on a specific area (e.g., street, hundred block area) from the CAD map.	S	

364	Ability to adjust routing recommendations based on closed streets.	S	
365	Ability for user to define an expected duration for street closures.	S	
366	Ability to alert user when the expected duration for a street closure has expired.	S	
367	Ability to push closed street information to all system users.	S	
368	Ability to select vehicles to display on map by user-defined criteria including, but not limited to:	S	
369	<i>Dispatcher Role (i.e. Police Dispatch, Call taker, etc)</i>	S	
370	<i>Beat</i>	S	
371	<i>Incident number</i>	S	
372	<i>Incident type</i>	S	
373	<i>Reporting district</i>	S	
374	<i>Sector</i>	S	
375	<i>Station</i>	S	
376	<i>Status</i>	S	
377	<i>Type (e.g., police unit, fire apparatus)</i>	S	
378	<i>Personnel skills</i>	S	
379	<i>Unit ID</i>	S	
380	Ability to display associated street block numbers for intersections.	S	
<b>381</b>	<b>Automatic Vehicle Location (AVL)</b>		
382	Ability to support the use of a continuous, real-time AVL system via a CAD interface.	M	
383	Ability to support Agency defined AVL polling intervals.	S	
384	Ability to control AVL functionality from within the context of CAD so that the user does not have to leave the CAD workstation keyboard or mouse.	S	
385	Ability to turn AVL on/off by:	S	
386	<i>Agency</i>	S	
387	<i>Unit</i>	S	
388	Ability for agencies to define who is able to view unit locations.	S	
389	Ability to optionally recommend units for dispatch based on closest unit based on AVL determined travel time.	S	
390	Ability to use Agency defined defaults for recommendation when AVL is not available or desired for the specific call.	S	
391	Ability to display the location of all units regardless of status.	S	

392	Ability to automatically refresh current vehicle location at Agency defined intervals.	S	
393	Ability to query AVL for current vehicle location regardless of refresh interval	S	
394	Ability to display average speed of vehicle between two points when data is polled.	S	
395	Ability to log specific X/Y coordinates and speeds for all AVL equipped units.	S	
396	Ability to query the AVL log based on any combination of Incident, Unit, Vehicle ID, Agency, Date/Time range or specific geographical area.	S	
397	Ability to playback the records retrieved from the log on a map display at normal or accelerated rates.	S	
398	Ability to view playback where full CAD license isn't required		
399	Ability to automatically update unit status as en route to a call upon exiting the station to respond to a call for service.	S	
400	Ability to automatically update unit status to arrived on scene if AVL indicate vehicle is within agency defined distance of incident location and no longer moving.	S	
401	Ability to automatically alert the dispatcher with a message and audible alert when AVL indicate a vehicle moves beyond agency defined distance of incident location while status is still on scene.	S	
<b>402</b>	<b>Dispatching</b>		
<b>403</b>	<b>CAD Incident Retrieval</b>		
404	Ability to alert a dispatcher to the arrival of a new incident.	M	
405	Audible alert	S	
406	Visible alert	S	
407	Ability to alert a dispatcher to the arrival of new incident information from the call taker:	S	
408	Audible alert	S	
409	Visible alert	S	
410	Ability to retrieve a CAD incident and review all available information already entered up to the point of incident retrieval.	S	
411	Ability to retrieve the oldest, highest priority incident from the pending incidents queue for review or dispatch with a single key or click.	S	
412	Ability to review each pending incident sequentially.	S	
413	Ability to keep incidents in pending queue indefinitely.		
<b>414</b>	<b>Resource Recommendation</b>		

415	Ability to automatically provide appropriate resource recommendations based on any combination of:	S	
416	<i>Closest unit based on AVL location taking into account:</i>	S	
417	<i>Natural boundaries</i>	S	
418	<i>Obstacles/Closed streets</i>	S	
419	<i>Traffic</i>	S	
420	<i>Speed limits</i>	S	
421	<i>Street network</i>	S	
422	<i>Street direction</i>	S	
423	<i>Equipment capabilities</i>	S	
424	<i>Unit role (i.e. patrol vs supervisor)</i>	S	
425	<i>Special equipment required</i>	S	
426	<i>Number of units required</i>	S	
427	<i>Number of type of special skills units required</i>	S	
428	<i>Unit status</i>	S	
429	<i>Pre-defined response plans (response area plan)</i>	S	
430	<i>Incident area (e.g., unique response for specific response area)</i>	S	
431	<i>Incident location (e.g., unique response for specific location)</i>	S	
432	<i>Incident type</i>	S	
433	<i>Multiple response routes</i>	S	
434	<i>Occupancy type (e.g. residential, office building, etc.)</i>	S	
435	<i>Special conditions (e.g., heightened response, reduced severe weather response, etc)</i>	S	
436	Ability to recommend ten or more units for an incident.	S	
437	Ability to make resource recommendations based on Agency defined:	S	
438	<i>Recurring conditions (e.g., rush hour traffic)</i>	S	
439	<i>Ad hoc conditions</i>	S	
440	<i>Scheduled conditions</i>	S	
441	Ability for each agency using the CAD system (i.e., Law and Fire) to enable and disable agency-specific resource recommendations.	S	
442	Ability to prioritize unit response based on incident type so that appropriate units are automatically recommended and/or dispatched in priority order.	S	
443	Ability to re-recommend closest units, when:	S	
444	<i>A closer unit comes into service</i>	S	
445	<i>A unit fails to respond after an Agency defined time period</i>	S	

446	Ability to highlight to the dispatcher any response requirements that cannot be fulfilled	S	
447	Ability for system to update the unit recommendation if user makes relevant incident information changes (e.g., type, location, alarm level).	S	
448	<i>Show units already assigned to incident and additional units recommended based on update</i>	S	
449	<i>Show assigned units no longer required on update</i>	S	
450	Ability to record the unit recommendation:	S	
451	<i>As it was presented to the dispatcher</i>	S	
452	<i>Including required capability each unit was filling</i>	S	
453	<i>Including any un-fulfilled requirements</i>	S	
454	Audit function that allows supervisor/administrator to determine why particular units were recommended. Specifically why other units in the response plan were not recommended.	S	
<b>455</b>	<b>Resource Determination</b>		
456	Ability to bring up a list of special skills/equipment for:	S	
457	<i>All personnel logged on</i>	S	
458	<i>A selected person</i>	S	
459	<i>Apparatus/vehicle</i>	S	
460	Ability to identify all personnel with a specific skill (e.g., language, training) by:	S	
461	<i>Logged on and available</i>	S	
462	<i>Logged on and not available (e.g., on another incident)</i>	S	
463	<i>Not logged on</i>	S	
464	Ability to display potentially available resources based on unit status:	S	
465	<i>Assigned to a CAD call</i>	S	
466	<i>Assigned to a CAD call with a lower priority</i>	S	
467	<i>Unassigned</i>	S	
<b>468</b>	<b>Resource Dispatch</b>		
469	Ability for dispatcher to select and assign/re-assign recommended units using any of the following methods:	S	
470	<i>Command line entry</i>	S	
471	<i>Function key</i>	S	
472	<i>Mouse:</i>	S	
473	<i>Drag and drop onto map</i>	S	
474	<i>Drag and drop onto incident</i>	S	
475	Ability to preempt units on a call to respond to a different incident.	S	

476	Ability to dispatch units by:	S	
477	<i>Accepting the proposed application recommended units</i>	S	
478	<i>Selecting and dispatching units other than those recommended by the application</i>	S	
479	<i>Selecting some, but not all, of the recommended units</i>	S	
480	Ability to log all recommendation overrides in the audit trail (e.g., recommended units and dispatched units).	S	
481	Ability for CAD application to do the following upon dispatch:	S	
482	<i>Assign the recommended or requested units</i>	S	
483	<i>Initiate alert notifications</i>	S	
484	<i>Remove the incident from the pending queue</i>	S	
485	<i>Send the incident to the assigned unit's mobile computer</i>	S	
486	<i>Start the status timers</i>	S	
487	<i>Update the status display</i>	S	
488	Ability to dispatch ten or more units at a time to the same call.	S	
489	Ability for dispatcher to assign a CAD incident to one or more units by "dragging and dropping" the units onto the CAD incident.	S	
490	Ability to assign a unit to an incident to which it was not originally recommended.	S	
491	Ability to assign additional units to an incident:	S	
492	<i>From the Command Line</i>	S	
493	<i>Drag and Drop</i>	S	
494	<i>Through the incident dispatch screen</i>	S	
495	Ability to dispatch additional units as backup by referencing an existing unit on a call by unit number	S	
496	Ability to dispatch to multiple types of telecommunications devices simultaneously including, but not limited to:	S	
497	<i>Mobile computer</i>	S	
498	<i>Smart phone</i>	S	
499	<i>Cell phone</i>	S	
500	<i>Pager</i>	S	
501	Ability to configure the system to push out different information based on the receiving device (e.g., short message to alphanumeric paging device and full dispatch message to mobile computer).	S	

502	Ability to send dispatches to printers (e.g., "rip and run" printers in fire stations).	S	
503	Ability to exchange units between assigned incidents	S	
504	Ability to take a unit off a call and reassign the unit to a new call via:	S	
505	<i>Single command</i>	S	
506	<i>Drag and drop</i>	S	
507	Ability to use one command to both dispatch and put "on scene" field personnel (e.g., if field personnel is "out with another unit").	S	
<b>508</b>	<b>Timers</b>		
509	Ability to provide incident and unit timers and alerts based upon Agency defined parameters:	M	
510	<i>Unit Status</i>	S	
511	<i>Pending Incidents by priority</i>	S	
512	<i>Stacked incidents</i>	S	
513	Ability to manually set/re-set incident and unit timers and log this action in the incident or unit history	S	
514	Ability to display incident/unit count down timers on CAD screens.	S	
515	Ability to alert dispatcher to the expiration of the timer via:	S	
516	<i>Audible alert</i>	S	
517	<i>Visual alert</i>	S	
518	Ability to record acknowledgement of timer alert.	S	
519	Ability to provide the dispatcher the following options when a status timer expires:	S	
520	<i>Modify to new time value</i>	S	
521	<i>Reset to default value</i>	S	
<b>522</b>	<b>Field-Initiated Calls for Service</b>		
523	Ability to enter agency defined field-initiated incidents (e.g., traffic stop).	S	
524	Ability to display field-initiated calls for service as visually distinct from call-center initiated calls for service.	S	
525	Ability to add additional units to a field-initiated incident (e.g., traffic stop, subject stop).	S	
526	Ability to verify addresses of field-initiated incidents.	S	
527	Ability for dispatcher to use one command line to enter a field-initiated incident and place the initiating unit on-scene.	S	
528	Ability to provide dedicated fields for the dispatcher to record the following information when a unit is placed in a traffic stop status:	S	



529	<i>Location of the stop</i>	S	
530	<i>Number of occupants in the vehicle</i>	S	
531	<i>Vehicle license plate</i>	S	
532	<i>License plate type</i>	S	
533	<i>State of registration</i>	S	
534	<i>Make, model and color of vehicle</i>	S	
535	Ability to alert the dispatcher when a field-initiated call for service is added:	S	
536	<i>Audible alert</i>	S	
537	<i>Visual alert</i>	S	
538	Ability to provide dedicated fields for the dispatcher to record the following information when a unit is checking a suspicious subject:	S	
539	<i>Location of the stop</i>	S	
540	<i>Number of subjects</i>	S	
541	<i>Vehicle license plate</i>	S	
542	<i>State of registration</i>	S	
543	<i>Name</i>	S	
544	<i>Date of birth</i>	S	
545	<i>Driver license number</i>	S	
546	<i>Social security number</i>	S	
547	<i>Make, model and color of vehicle</i>	S	
548	Ability for dispatcher to put a unit on a traffic stop and run the plate in one step.	S	
549	Ability for dispatcher to put a unit on a subject stop incident and run a wanted check in one step.	S	
550	Ability for field personnel to initiate an administrative incident (e.g., put units out on training or drills).	S	
551	Ability to populate a VCIN/NCIC Hit Confirmation query mask with data in the incident record (i.e. Name, Date of birth, Social security number, etc) without cutting and pasting (e.g., with a function key or one or two key strokes):	S	
<b>552</b>	<b>Call Stacking/Queuing</b>		
553	Ability to hold an incident for a specific unit.	S	
554	Ability to automatically (without user intervention) notify the dispatcher of a held incident when the unit becomes available.	S	
555	Ability to hold more than one incident for a given unit or resource (call stacking).	S	
556	Ability for the agency to set time limits for stacked calls by priority (e.g., a queue limit of two hours for priority 5 calls and one hour for priority 3 calls).	S	

557	Ability for authorized user to set queue limits for numbers of incidents allowed to be stacked in a given queue.	S	
558	Ability for administrator to turn call stacking on and off by agency	S	
559	Ability for administrator to turn call stacking on and off by agency based on call type.	S	
<b>560</b>	<b>Call Preemption</b>		
561	Ability to pull a unit off an incident and reassign the unit to a new incident.	S	
562	Ability to return CAD incident to the pending dispatch queue if all units are removed from an active incident.	S	
563	Ability to visually indicate a preempted call (e.g., color code).	S	
<b>564</b>	<b>Fire Move-Up Management</b>		
565	Ability to identify station coverage deficiencies based on Agency defined parameters.	S	
566	Ability for a move-up to generate a new incident.	S	
567	Ability to recommend move-ups based on:	M	
568	<i>Fixed station order</i>	S	
569	<i>Current vehicle location (e.g., AVL)</i>	S	
570	<i>Alarm levels</i>	S	
571	Ability for dispatchers to:	S	
572	<i>Accept move-up recommendations</i>	S	
573	<i>Override move-up recommendations</i>	S	
574	Ability to reverse move-ups as apparatus clear calls.	S	
575	Ability to distinguish between assigned units and units in move-up or cover status.	S	
576	Ability to provide an alert when locations are nearing station coverage deficiencies.	S	
577	Ability for move-up recommendations to take into account units from neighboring jurisdictions.	S	
578	Ability for move-up recommendations to take into account the number of nearby units that are attending the incident and recommend units from farther away (e.g., pull units from 5 miles away as opposed to 2 miles away to prevent a coverage "black hole").	S	
579	Ability to manually move-up units to a different station independent of coverage deficiencies	S	
580	Ability to send a station alert and print out to a unit that needs to move to another station	S	
581	Ability to route station alerts and print outs for units in move-up status to their temporary station	S	

<b>582</b>	<b>Unit Management</b>		
<b>583</b>	<b>Unit Placement in Service</b>		
584	Ability to define a roster (e.g. squad, company, etc.) for the following agency types:	S	
585	<i>Fire/EMS</i>	S	
586	<i>Law enforcement</i>	S	
587	Ability to log on units on a roster on-duty/off-duty with a single command (e.g., Fire/EMS roll call).	S	
588	Ability to automatically log one or more units on-duty/off-duty based on roster day/times.	S	
589	Ability to place all units in a previously defined roster in a preconfigured status.	S	
590	Ability to place all units in a previously defined roster in a specified status.	S	
591	Ability to allow for single unit exceptions when placing a roster on or off duty.	S	
592	Ability to log a fire apparatus into service without tying individuals to the apparatus.	S	
593	Ability to identify fire units by special equipment (e.g., rescue tools).	S	
594	Ability to keep vehicles (e.g., fire apparatus) on duty (e.g., 24x7) and change personnel associated with the vehicles (e.g., on shift changes).	S	
595	Ability to designate a unit available for only certain types of calls.	S	
596	Ability for dispatcher to place one or more units in service by "dragging and dropping" the units into the appropriate screen.	S	
597	Ability for units to log themselves into or out of service from the Mobile Computer and display the status change in CAD.	S	
598	Ability to prevent units from logging themselves into and out of service from the Mobile Computer.	S	
599	Ability to add an individual to a unit at any time.	S	
600	Ability to remove an individual from a unit at any time.	S	
601	Ability to associate multiple individuals with a single unit.	S	
602	Ability to independently track the activity of two or more individuals associated with a single unit.	S	
603	Ability to associate skills with a unit.	S	
604	Ability to indicate a unit does not have a mobile computer.	S	

605	Ability to simultaneously create an incident and log field personnel onto that call (e.g., off-duty field personnel taking calls).	S	
606	Ability to simultaneously dispatch a unit on an incident and log field personnel onto that call (e.g., off-duty field personnel taking calls).	S	
607	Ability to simultaneously clear field personnel from a call and log the personnel out of the system (e.g., for field personnel taking calls when off-duty).	S	
608	Ability to sign a unit on with temporary call sign (e.g., to indicate off-duty or on special assignment).	S	
609	Ability to track special assignments (e.g., working off-duty jobs):	S	
610	<i>Assign officer to location</i>	S	
611	<i>Designate officer as not available to take calls</i>	S	
612	<i>Designate officer as on special duty</i>	S	
613	<i>Designate a timer function to alert dispatcher when to check on unit status</i>	S	
<b>614</b>	<b>Cross Staffing</b>		
615	Ability to identify company personnel capable of staffing multiple resources.	S	
616	Ability to change a vehicles capabilities on the fly, based on personnel assigned.	S	
617	Ability for a user to change a vehicle capabilities on the fly.	S	
618	Ability to remove an apparatus from service if personnel are not available to staff the apparatus (e.g., personnel are assigned to another apparatus for a call).	S	
619	Ability to place an apparatus back in service when personnel are available to staff the apparatus.	S	
<b>620</b>	<b>Unit Status Display</b>		
621	Ability to monitor an unlimited number of units.	S	
622	Ability to modify unit availability regardless of status (e.g., on-scene, but available).	S	
623	Ability to display the following unit information:	S	
624	<i>Area</i>	S	
625	<i>District</i>	S	
626	<i>Beat</i>	S	
627	<i>Division</i>	S	
628	<i>Station</i>	S	
629	<i>Unit ID/call sign</i>	S	
630	<i>Vehicle number</i>	S	

631	<i>Radio ID</i>	S	
632	<i>Radio Channel</i>	S	
633	<i>Call type</i>	S	
634	<i>Current incident number</i>	S	
635	<i>Current location</i>	S	
636	<i>Current status</i>	S	
637	<i>Time dispatched to current incident</i>	S	
638	<i>Time of last status change</i>	S	
639	<i>Elapsed time in status</i>	S	
640	<i>Last known location</i>	S	
641	<i>Logged onto Mobile (Y/N)</i>	S	
642	<i>Name</i>	S	
643	<i>Original location</i>	S	
644	<i>Special note or comments</i>	S	
645	<i>Special skills/training</i>	S	
646	<i>Any information captured at logon</i>	S	
647	Ability to dynamically (automatically update) display unit status data.	S	
648	Ability to sort displayed data by any unit information (e.g., station, incident, unit, location, status).	S	
649	Ability to filter the units to be displayed in a single status monitor (e.g., by response area, discipline, type, status, out of service (mechanical)).	S	
650	Ability of status monitor to automatically apply a scroll-bar at any time the number of units exceed the size of the window.	S	
651	Ability to visually differentiate, through color, text and/or symbols, unit status:	S	
652	On CAD unit status display	S	
653	On map display	S	
654	Ability to visually differentiate, through color, text and/or symbols, unit type:	S	
655	On CAD unit status display	S	
656	On map display	S	
657	Ability to configure multiple status monitors with different filters, sort order and information displayed.	S	
658	Ability to save status monitor configuration by role (police, fire, call taker, etc.)	S	
659	Ability to save status monitor configuration by user.	S	
660	Ability to set permissions to prevent unwanted changes to status monitors.	S	

661	Ability to distribute status monitor configurations among all affected workstations	S	
<b>662</b>	<b>Unit Activity Tracking</b>		
663	Ability to record all unit assignments.	M	
664	Ability to record all unit locations.	S	
665	Ability to initiate status changes via the following methods:	S	
666	<i>Command line</i>	M	
667	<i>Function key</i>	S	
668	<i>Mouse click (e.g., screen icon)</i>	S	
669	Ability to date and time stamp all unit status changes.	S	
670	Ability to record the source of the status change (e.g CAD user or mobile data user)	S	
671	Ability to review unit status history within the CAD application.	S	
672	Ability to record multiple Agency defined time-stamped status messages (e.g., arrival time, start of extrication).	S	
673	Ability to update location and note mileage for multiple stops.	S	
674	Ability to record multiple arrival times, including:	S	
675	<i>Arrival at a staging area</i>	S	
676	<i>Arrival at the scene (e.g., general location)</i>	S	
677	<i>Arrival at patient</i>	S	
678	Ability to record multiple units arriving:	S	
679	<i>At one time (all at once)</i>	S	
680	<i>At different times</i>	S	
681	Ability to place "at the scene" units that were not originally dispatched to the call.	S	
682	Ability for a dispatcher to change the location of a unit at any time while the unit is still assigned to an incident.	S	
683	Ability to manually override a time stamp (e.g., if a unit forgets to hit "on-scene" and dispatcher needs to "back time" the time stamp).	S	
684	Ability to log the overridden time stamp (e.g., the date/time the time stamp was overridden and user).	S	
685	Ability for all overridden date and time stamps to be clearly recorded and displayed as a manually entered override time.	S	
686	Ability to alert users monitoring or displaying the incident that information has changed.	S	
<b>687</b>	<b>Unit Clearance</b>		

688	Ability to limit specific incident types to a subset of disposition codes	S	
689	Ability to clear one unit from a CAD incident while allowing the other assigned units to remain on the call.	S	
690	Ability to clear all units simultaneously from a CAD incident, then close the call.	S	
691	Ability, when closing a call, to automatically clear all units.	S	
692	Ability to request user confirmation prior to clearing the last unit from a CAD incident.	S	
693	Ability to alert responding units when additional units are cleared from or added to a call.	S	
694	Ability to require a disposition to be entered prior to clearing the primary unit from a CAD incident.	S	
695	Ability to automatically send a disposition status on calls received through the ASAP interface.	S	
<b>696</b>	<b>CAD Call Display</b>		
697	Ability to monitor an unlimited number of incidents.	M	
698	Ability for a user to select an incident for continuous monitoring such that:	S	
699	<i>Incident appears in a separate window</i>	S	
700	<i>All incident or unit activity, regardless of point of entry, is displayed in this window as it is recorded to the CAD database</i>	S	
701	Ability to review incident information in reverse chronological order.	S	
702	Ability to display the following information, on a user defined basis:	S	
703	<i>Response area</i>	S	
704	<i>Incident number</i>	S	
705	<i>Incident type</i>	S	
706	<i>Location</i>	S	
707	<i>Priority</i>	S	
708	<i>Status</i>	S	
709	<i>Time in status</i>	S	
710	<i>Time received</i>	S	
711	<i>Total elapsed time</i>	S	
712	Ability to filter active calls by:	S	
713	<i>Incident type</i>	S	
714	<i>Response area</i>	S	
715	<i>Priority</i>	S	
716	<i>Time in status</i>	S	
717	<i>Time received</i>	S	

718	<i>Total elapsed time</i>	S	
719	Ability to sort active calls by:	S	
720	<i>Incident type</i>	S	
721	<i>Response area</i>	S	
722	<i>Priority</i>	S	
723	<i>Time in status</i>	S	
724	<i>Time received</i>	S	
725	<i>Total elapsed time</i>	S	
726	Ability to view incident details of one or more incidents at a time.	S	
727	Ability to automatically zoom to incident location on the map when viewing incident details.	S	
728	Ability to provide a special location to display "hot" calls.	S	
729	Ability for agency to define "hot" calls.	S	
730	Ability to initiate a perimeter command to generate a perimeter upon entry of a location and perimeter distance (e.g., set a 3 block perimeter around 300 Main St.).	S	
731	Ability to send suggested perimeter positions to a unit.	S	
732	Ability to create perimeters based on Agency defined templates that take into account call type (e.g., chemical spill requires 10 block perimeter).	S	
733	Ability to configure multiple incident monitors with different filters, sort order and information displayed.	S	
734	Ability to save incident monitor configuration by role (police, fire, call taker, etc.)	S	
735	Ability to save incident monitor configuration by user.	S	
736	Ability to set permissions to prevent unwanted changes to incident monitors.	S	
737	Ability to distribute incident monitor configurations among all affected workstations	S	
<b>738</b>	<b>CAD Incident Updates</b>		
739	Ability to dynamically display incident status data in a summary window (status monitor), without user intervention.	S	
740	Ability to update the incident as new information is received including, but not limited to:	S	
741	<i>Call type</i>	S	
742	<i>Incident location</i>	S	
743	<i>Fire alarm level</i>	S	
744	<i>Comments</i>	S	
745	Ability for call takers to add information to a CAD incident after the incident has been routed to a dispatcher.	S	



746	Ability to simultaneously notify dispatcher and dispatched units of updated information, via:	S	
747	<i>Visual alert</i>	S	
748	<i>Audible alert</i>	S	
749	Ability for dispatcher screen to update automatically as new information is added to a call.	S	
750	Ability for the screen of anyone monitoring a call to update automatically as new information is added to a call.	S	
751	Ability to update incident data via:	S	
752	<i>Command line entry</i>	S	
753	<i>Mouse</i>	S	
754	Ability to automatically record all CAD incident information changes in chronological order.	S	
755	Ability for system to automatically highlight changes made since last view by user.	S	
756	Ability for users to add supplemental information to closed incidents.	S	
<b>757</b>	<b>Reopening CAD Incidents</b>		
758	Ability to reopen closed incidents.	S	
759	Ability for all authorized users to view reopened calls (e.g., workstation users, mobile users).	S	
760	Ability to reopen a closed call without losing previously recorded date and timestamps.	S	
761	Ability to log all previously entered dispositions, when the disposition is changed on a reopened call.	S	
762	Ability to assign units to reopened calls.	S	
763	Ability to record the reopening command in the original incident audit trail and continue recording actions to the original audit trail.	S	
764	Ability for dispatchers to add comments to a CAD call record after the call is closed without reopening the incident.	S	
<b>765</b>	<b>Towed Vehicles</b>		
<b>766</b>	<b>Towing Vehicle Rotation List</b>		
767	Ability to establish towed vehicle lists on an Agency defined basis (i.e., unique list for each jurisdiction).	S	
768	Ability to maintain a list of multiple tow company contractors with different kinds of capabilities (e.g., asset seizure, evidence impound).	S	
769	Ability for system to recommend a contractor for a selected incident or unit based on the following:	S	
770	<i>Contractor capabilities</i>	S	

771	<i>Vehicle location</i>	S	
772	<i>Position in contractor rotation list</i>	S	
773	Ability to record when a contractor is recommended.	S	
774	Ability to record that a contractor was selected from the service rotation list.	S	
775	Ability to record contractor response.	S	
776	Ability to capture reason for exception when a contractor other than the one recommended is selected.	S	
777	Ability to place a contractor that cannot be reached for a call at the bottom of the rotation list.	S	
778	Ability to replace a contractor at the top of the rotation list when the dispatchers cancels the tow call out (e.g., through no fault of the contractor).	S	
779	Ability to attach tow request and response record to incident record and associated vehicle record.	S	
<b>780</b>	<b>Tow Log</b>		
781	Ability to generate a log of all vehicles towed by:	S	
782	<i>Contractor</i>	S	
783	<i>Capabilities</i>	S	
784	<i>Rotation List</i>	S	
785	<i>Date/Time</i>	S	
<b>786</b>	<b>Call Disposition</b>		
<b>787</b>	<b>CAD Incident Cancellation</b>		
788	Ability to cancel an incident with a single command.	S	
789	Ability to configure by agency a mandate that the user enter a reason for canceling an incident prior to the system executing the command to cancel.	S	
790	Ability to automatically remove the incident from the pending or active incidents queue and add the disposition (e.g., cancelled) upon execution of a command canceling an incident.	S	
<b>791</b>	<b>Disposition Recording</b>		
792	Ability for the agency to define disposition codes.	S	
793	Ability to filter disposition codes by agency (e.g., fire and law enforcement each have their own disposition codes).	S	
794	Ability to support an unlimited number of disposition codes.	S	
795	Ability to support alphanumeric disposition codes.	S	
796	Ability for the agency to define multiple disposition codes for one incident.	S	
797	Ability to require a disposition code before an incident can be cleared.	S	

798	Ability for either dispatchers or field personnel to enter the disposition code.	S	
799	Ability to enter comments along with a disposition code.	S	
800	Ability for field personnel to enter comments along with a disposition code.	S	
801	Ability to enter comments of an unlimited length with a disposition code.	S	
802	Ability to create a final master disposition for an incident.	S	
803	Ability to reject a disposition if unsuitable for the incident type based on Agency defined criteria.	S	
804	Ability to alert the dispatcher if the complainant is seeking contact, upon entry of a disposition code:	S	
805	<i>Audible alert</i>	S	
806	<i>Visual alert</i>	S	
<b>807</b>	<b>BOLOs</b>		
808	Ability to create BOLOs (based upon level of security clearance).	S	
809	Ability to provide an audit trail for BOLOs.	S	
810	Ability for field personnel to create BOLOs.	S	
811	Ability to associate a BOLO with an incident number.	S	
812	Ability to display on an incident screen an indication that there is an associated BOLO.	S	
813	Ability to provide the following fields for a BOLO record:	S	
814	<i>Date issued</i>	S	
815	<i>BOLO expiration date</i>	S	
816	<i>Nature of the BOLO</i>	S	
817	<i>BOLO priority</i>	S	
818	<i>Associated incident number</i>	S	
819	<i>Subject name</i>	S	
820	<i>Subject description:</i>	S	
821	<i>Height</i>	S	
822	<i>Weight</i>	S	
823	<i>Hair color</i>	S	
824	<i>Eye color</i>	S	
825	<i>Date of birth</i>	S	
826	<i>Known address or location</i>	S	
827	<i>Driver's license number</i>	S	
828	<i>Vehicle description</i>	S	
829	<i>Vehicle license plate</i>	S	
830	<i>Weapon (multiple)</i>	S	
831	<i>Known associates</i>	S	
832	<i>Last known location</i>	S	

833	<i>Direction of travel</i>	S	
834	<i>Contact Information</i>	S	
835	<i>Person issuing the BOLO</i>	S	
836	<i>Agency issuing the BOLO</i>	S	
837	<i>Additional information in free-form text field</i>	S	
838	Ability to search for BOLO based upon any of the above-mentioned items.	S	
839	Ability to accommodate multiple subjects in a BOLO.	S	
840	Ability to accommodate multiple vehicles in a BOLO.	S	
841	Ability to accommodate multiple weapons in a BOLO.	S	
842	Ability to attach a file to a BOLO.	S	
843	Ability to embed a photo in a BOLO.	S	
844	Ability to update a BOLO.	S	
845	Ability to set time limits for BOLO retention and have the BOLO expire after the time limit has been reached.	S	
846	Ability to modify the time limit for a BOLO.	S	
847	Ability to close a BOLO.	S	
848	Ability to designate groups or individuals to whom BOLOs should be sent.	S	
849	Ability to view history of recently created BOLOs.	S	
850	Ability to archive expired BOLO records.	S	
851	Ability to search expired BOLO records.	S	
<b>852</b>	<b>Communications Supervisor Support</b>		
853	Ability for a communications supervisor to monitor system configuration and current staffing (e.g., who is signed-on, at what position, and with what responsibilities).	S	
854	Ability for a CAD workstation to be configured as a supervisor workstation upon logon of a user with a CAD supervisor profile.	S	
855	Ability for a communications supervisor to monitor activity on any user workstation.	S	
856	Ability to generate statistical information from within the CAD application on all user activity including all incident management time parameters (time on hold, response time, etc.).	S	
857	Ability for a communications supervisor to remotely take direct control over a workstation.	S	
858	Ability to log when a user takes control of a workstation.	S	
859	Ability to allow two users to work on the same call simultaneously (e.g., trainer and trainee).	S	

860	Ability for, when multiple users are working on the same call, for the user's actions with the higher security profile (e.g., supervisor or trainer) to override the other user's action.	S	
861	Ability for a supervisor user to reset passwords for other users.	S	
<b>862</b>	<b>CAD Testing/Training Environment</b>		
863	Ability to support a CAD testing/training environment that mirrors the functionality of the CAD production environment.	S	
864	Ability to support a CAD testing/training environment that mirrors the configuration of the CAD production environment.	S	
865	Ability to visually distinguish testing/training environments from production environments.	S	
866	Ability to designate any production workstation as a training workstation based on user log on.	S	
867	Ability to designate any training workstation as a production workstation based on user log on.	S	
868	Ability for testing and training to occur without impacting the production environment.	S	
869	Ability to update testing/training system with historical data from production system at Agency defined intervals.	S	
870	Ability to support a separate test E9-1-1 connection (or a canned script of E9-1-1 information).	S	
871	Ability to support a separate test mobile connection (or a canned script of mobile information).	S	
<b>872</b>	<b>CAD Reporting and Query Features</b>		
<b>873</b>	<b>CAD Reporting and Analysis</b>		
874	Ability to provide a native reporting tool that can:	S	
875	Create CAD reports based on any combination of data field in the CAD database	S	
876	Ability to create, within the CAD application, standard reports consistent with NFPA 1221 benchmarks.	S	
877	Ability to create, within the CAD application, standard reports consistent with NFPA 1710 benchmarks.	S	
878	Ability to generate the following standard reports from within the CAD application:	S	
879	<i>Incident summary by address and date/time range</i>	S	
880	<i>Incident detail by address and date/time range</i>	S	
881	<i>Incident summary by field or CAD user and date/time range</i>	S	

882	<i>Incident detail by field or CAD user and date/time range</i>	S	
883	<i>Unit history by:</i>	S	
884	<i>Unit ID/call sign</i>	S	
885	<i>Field user</i>	S	
886	<i>Area</i>	S	
887	<i>District</i>	S	
888	<i>Beat</i>	S	
889	<i>Response Area</i>	S	
890	<i>Incident analysis by day of week</i>	S	
891	<i>Incident analysis by geographic area (e.g., University)</i>	S	
892	<i>Incident analysis by hour of day</i>	S	
893	<i>Incident analysis by shift</i>	S	
894	<i>Incident analysis by call type</i>	S	
895	<i>Incident analysis by disposition</i>	S	
896	<i>Incident analysis by geographic area by hour of day</i>	S	
897	<i>Incident analysis by responding agency</i>	S	
898	<i>Incident analysis by unit</i>	S	
899	<i>Fractile reports</i>	S	
900	<i>Fractile reports by unit</i>	S	
901	<i>Processing time by method of call receipt</i>	S	
902	<i>Response times by geographic area</i>	S	
903	<i>Response times by type of call/priority</i>	S	
904	<i>Response times by original call destination</i>	S	
905	<i>Response times by assigned unit</i>	S	
906	<i>Total and average time on call – by day of week</i>	S	
907	<i>Total and average time on call – by geographic area</i>	S	
908	<i>Total and average time on call – by hour of day</i>	S	
909	<i>Total calls for service by:</i>	S	
910	<i>Date or date range</i>	S	
911	<i>Disposition</i>	S	
912	<i>Time of day</i>	S	
913	<i>Total incidents by date by nature or disposition</i>	S	
914	Ability to provide an analytical tool that reviews workload by, but not limited to:	S	
915	<i>Workstation</i>	S	
916	<i>Call taker/dispatcher</i>	S	
917	Ability to report on unavailability of field personnel resources.	S	
918	Ability to report on unavailability of equipment resources.	S	

919	Ability to account for unavailable resources in response time calculations.	S	
920	Ability to capture a snap shot, based on day and time parameters, of:	S	
921	<i>A workstation</i>	S	
922	<i>General CAD system</i>	S	
923	Ability to generate, from within the CAD application, a daily listing of incidents and personnel assigned to the incidents including, but not limited to:	S	
924	<i>Actual dispatch location</i>	S	
925	<i>Call taker/dispatcher ID</i>	S	
926	<i>Date/time received</i>	S	
927	<i>Disposition</i>	S	
928	<i>Field personnel name</i>	S	
929	<i>Field personnel ID</i>	S	
930	<i>Incident location</i>	S	
931	<i>Incident number</i>	S	
932	Ability to print audit report of changes to incident records including:	S	
933	<i>Transaction type (deletion, edit, etc.)</i>	S	
934	<i>Unit ID</i>	S	
935	<i>Workstation/terminal ID</i>	S	
936	<i>Before and after value</i>	S	
937	Ability to generate a list of incidents to be shared with the public based on Agency specific business rules.	S	
938	Ability to generate a report containing a summary of incidents for an Agency defined period of time for distribution to the public.	S	
<b>939</b>	<b>CAD Queries</b>		
940	Ability to query the following databases from within the CAD application:	S	
941	<i>Police Records Management System</i>	S	
942	<i>Fire-EMS Records Management System</i>	S	
943	<i>VCIN/NCIC</i>	S	
944	<i>Ability to send and receive image attachments to VCIN/NCIC queries</i>	S	
945	<i>Any combination of the above in a single query</i>	S	
946	Ability to populate the query mask with data in the incident record without cutting and pasting (e.g., with a function key or one or two key strokes):	S	
947	<i>Person Information</i>	S	
948	<i>Vehicle Information</i>	S	

949	Ability to automatically run a registered vehicle owner upon return of a license plate query.	S	
950	Ability to query resource availability by:	S	
951	<i>Unit</i>	S	
952	<i>Dispatch group</i>	S	
953	<i>Geographic area (e.g., fire zone box, beat, sector)</i>	S	
954	<i>Special skills</i>	S	
955	<i>Unit types (e.g., apparatus, patrol units, Hazmat)</i>	S	
956	Ability to query unit status by:	S	
957	<i>Date and time range</i>	S	
958	<i>Dispatch group</i>	S	
959	<i>Personnel ID</i>	S	
960	<i>Geographic area (e.g., fire zone box, beat, sector)</i>	S	
961	<i>Incident type</i>	S	
962	<i>Unit ID</i>	S	
963	<i>Unit types (e.g., apparatus, patrol units)</i>	S	
964	Ability to print query returns at any time.	S	
965	Ability to sort query results by any criteria (e.g., most recent to oldest, by priority).	S	
<b>966</b>	<b>CAD Searches</b>		
967	Ability to search on any operational data field.	S	
968	Ability to conduct searches based on:	S	
969	<i>Soundex</i>	S	
970	<i>"Wild cards"</i>	S	
971	<i>Exact match</i>	S	
972	<i>Partial information</i>	S	
973	<i>Boolean operators ("and," "or," and "not")</i>	S	
974	<i>Date ranges</i>	S	
975	<i>Geographics proximity (e.g. nearby) by user defined limit</i>	S	
976	Ability to narrow down searches (search within a search).	S	
<b>977</b>	<b>CAD and Mobile Messaging</b>		
<b>978</b>	<b>General Messaging Features</b>		
979	Ability to send messages to a user who is not logged into CAD and cache that message for retrieval when the user logs onto CAD.	S	
980	Ability to send broadcast messages to:	S	
981	<i>All users</i>	S	
982	<i>All users in an agency</i>	S	
983	<i>All units in a district/zone</i>	S	
984	Ability to support a minimum of the following messaging functions to and from any CAD address:	S	



985	<i>Dispatch-to-individual user messaging</i>	S	
986	<i>Dispatch-to-dispatch messaging</i>	S	
987	<i>Dispatch-to-unit messaging</i>	S	
988	<i>Dispatch-to-pager messaging</i>	S	
989	<i>Dispatch-to-station messaging</i>	S	
990	<i>Unit-to-individual user messaging</i>	S	
991	<i>Unit-to-dispatch messaging</i>	S	
992	<i>Unit-to-dispatch messaging, without units having to know the dispatcher workstation</i>	S	
993	<i>Unit-to-unit messaging</i>	S	
994	Ability to display the following identifiers within a message:	S	
995	<i>Sender name</i>	S	
996	<i>Sender date</i>	S	
997	<i>Sender time</i>	S	
998	<i>Sender workstation ID</i>	S	
999	<i>Sender unit ID</i>	S	
1000	<i>Receiver name</i>	S	
1001	<i>All receivers that were addressed in the message</i>	S	
1002	<i>Receiver date</i>	S	
1003	<i>Receiver time</i>	S	
1004	<i>Receiver workstation ID</i>	S	
1005	<i>Receiver unit ID</i>	S	
1006	Ability to print messages	S	
1007	Ability to assign and change a priority to a message (e.g., routine, urgent, emergency).	S	
1008	Ability for system administrator schedule recurring messages to be delivered by hour, day or day of the week	S	
1009	Ability for each terminal to have a unique identifier included in each transmission to the host.	S	
1010	Ability to attach a dispatch-related messages to an incident.	S	
1011	Ability to store messages for later viewing.	S	
1012	Ability to store unread messages when user logs off.	S	
1013	Ability for messages to be sorted by most recent or first received.	S	
<b>1014</b>	<b>Sending Messages</b>		
1015	Ability to create easily accessible Agency defined message forms for specific message types.	S	
1016	Ability to create, edit and save message groups.	S	
1017	Ability to send messages across agencies (e.g., law enforcement to fire and vice versa).	S	

1018	Ability to select a recipient from the unit status window within CAD.	S	
1019	Ability for users to select an unlimited number of people as part of a message group.	S	
1020	Ability to enter unlimited narrative with wrap-around feature.	S	
1021	Ability to reply or reply to all for a received message	S	
1022	Ability to forward a received message	S	
1023	Ability to add to a message before forwarding to another user.	S	
1024	Ability to attach files to messages.	S	
1025	Ability to embed photos in messages.	S	
1026	Ability to set Agency defined file size limit and file type	S	
1027	Ability to automatically compress and resize images to comply with Agency defined file size limits.	S	
1028	Ability to send a message to all units handling a specific incident.	S	
1029	Ability to provide a notification for delivery of messages to the device.	S	
1030	Ability to provide a notification for non-delivery of messages.	S	
<b>1031</b>	<b>Receiving Messages</b>		
1032	Ability to notify receiver via an audible and/or visual flag that a new message has arrived in mailbox.	S	
1033	Ability to notify receiver of an unread message after an Agency defined time period.	S	
1034	Ability to provide a visual distinction between the following:	S	
1035	<i>External messages</i>	S	
1036	<i>General messages</i>	S	
1037	<i>System messages</i>	S	
1038	<i>Query returns</i>	S	
1039	Ability to notify receiver of total number of unread messages.	S	
1040	Ability to prevent incoming messages from overlaying the screen.	S	
1041	Ability for each message to be displayed in a separate window.	S	
1042	Ability for messages to be queued in an "inbox" for later viewing at the convenience of users.	S	
1043	Ability to identify high priority messages by type of priority.	S	

1044	Ability of the receiving user to enter a single keystroke command to retrieve and display the message.	S	
1045	Ability to set message priority of specific system generated messages (e.g., high priority of warrant file returns).	S	
1046	Ability to query message logs by Agency defined criteria (e.g., date/time range, sender, recipient, device).	S	
1047	Ability to note time opened/read by receiver.	S	
1048	Ability to queue and display message waiting by priority.	S	
1049	Ability to clear a message from the inbox.	S	
1050	Ability to retain a message in the inbox.	S	
1051	Ability for supervisors to monitor messages.	S	
<b>1052</b>	<b>CAD System Administration</b>		
<b>1053</b>	<b>CAD Table Maintenance</b>		
1054	Ability for CAD fields to default to Agency defined values.	S	
1055	Ability to include, at a minimum, the following data tables:	S	
1056	<i>Call source (e.g., officer-initiated, 9-1-1, 10-digit, SMS)</i>	S	
1057	<i>Call types and priorities</i>	S	
1058	<i>Commands</i>	S	
1059	<i>Devices</i>	S	
1060	<i>Dispositions</i>	S	
1061	<i>Equipment</i>	S	
1062	<i>Event error logs (so vendor can identify and troubleshoot errors)</i>	S	
1063	<i>Patrol and command area definitions</i>	S	
1064	<i>Personnel, including emergency contact information and current assignment</i>	S	
1065	<i>Timers</i>	S	
1066	<i>Unit status types (i.e., assigned, unassigned, assigned but available)</i>	S	
1067	<i>Units</i>	S	
1068	Ability to accommodate Agency defined unit identifiers.	S	
1069	Ability to configure commands (e.g., V = vehicle stop) at the administrator level.	S	
1070	Ability to limit the command/functions by user or role.	S	
1071	Ability to configure status code colors.	S	
1072	Ability to create and maintain a call type classification that is based upon the time of day.	S	
<b>1073</b>	<b>CAD Configuration</b>		
1074	Ability to create Agency defined data entry screens.	S	

1075	Ability to configure the field entry sequence.	S	
1076	Ability to create conditional fields and mandatory data elements based on Agency defined criteria.	S	
1077	Ability for agency to add or change data elements on any screen based on defined system permissions.	S	
<b>1078</b>	<b>Response Plans</b>		
1079	Ability for agency to develop response plans based on:	S	
1080	<i>Geographic area (e.g., beat, sector, fire zone box)</i>	S	
1081	<i>Address</i>	S	
1082	<i>Multiple response route configuration (e.g., divided highway).</i>	S	
1083	<i>Time of day</i>	S	
1084	<i>Fire alarm level</i>	S	
1085	<i>Call type</i>	S	
1086	<i>Fire pre-plan</i>	S	
1087	<i>Resource availability</i>	S	
1088	<i>Station coverage requirements</i>	S	
1089	Ability to assign a single response plan with multiple call types.	S	
1090	Ability to include multiple agencies in response plans.	S	
1091	Ability for user to override response plan recommendation.	S	
1092	Ability to load a new response plan without stopping or pausing application operations.	S	
1093	Ability for response plan to recommend response based on other units assigned to a call and their location in the response run order (e.g. recommend a first responder when first or second due ALS unit is not available).	S	
<b>1094</b>	<b>Hazard and Premise History File Maintenance</b>		
1095	Ability to capture hazard and premise information including, but not limited to:	S	
1096	<i>Building information</i>	S	
1097	<i>Emergency contact information</i>	S	
1098	<i>Domestic Violence history</i>	S	
1099	<i>Hazardous materials</i>	S	
1100	<i>Medical concerns</i>	S	
1101	<i>Occupancy information</i>	S	
1102	<i>Pre-plan information</i>	S	
1103	<i>Unsafe structures</i>	S	
1104	<i>Dangerous animals</i>	S	
1105	<i>Knox box locations</i>	S	
1106	<i>Special location instructions</i>	S	

1107	<i>Officer Safety</i>	S	
1108	Ability to record with an entered hazard:	S	
1109	<i>Expiration date (can be auto filled based on user-defined expiration dates and date stamp)</i>	S	
1110	<i>Time and date stamp at time of entry</i>	S	
1111	<i>ID of person entering information</i>	S	
1112	<i>Agency of person entering information</i>	S	
1113	<i>Name of person entering information</i>	S	
1114	Ability to enter hazards and premise information associated with:	S	
1115	<i>Persons</i>	S	
1116	<i>Specific locations (including apartment and unit/suite numbers)</i>	S	
1117	<i>Address ranges</i>	S	
1118	<i>Vehicles</i>	S	
1119	Ability to establish hazards/premises with narratives of unlimited length.	S	
1120	Ability to establish templates based on hazard/premise type.	S	
1121	Ability to associate a temporary hazard with a location.	S	
1122	Ability to automatically notify Agency defined users when a temporary hazard is entered.	S	
1123	Ability to attach files to hazard and premise records (e.g., building layouts).	S	
1124	Ability to define valid date ranges for time limited hazards/premise information at a given location (e.g., information valid between <start date> and <end date>).	S	
1125	Ability to automatically purge temporary hazards after an Agency defined period of time.	S	
1126	Ability to generate a report of hazards nearing their expiration/purge date.	S	
1127	Ability to archive expired premise file information.	S	
<b>1128</b>	<b>CAD Recovery</b>		
1129	Ability to retain and display last-known unit and incident status in the event of a catastrophic system failure (e.g., at the workstation, remote external logging device or similar solution).	S	
1130	Ability to load incidents from the backup environment into the production environment upon restarting system after a system failure.	S	
1131	Ability to reset numbering after CAD system has been restarted.	S	

1132	Ability to retain CAD numbering sequence after system has been restarted.	S	
1133	Ability to add incidents retroactively, independent of incident number order or sequential time sequence (i.e., incident 15 may have occurred after incident 20) in the event that the CAD system is unavailable for a time.	S	
1134	Ability to process retroactive incidents and assign incident numbers in the same manner as new incidents; the supervisor can override the times associated with the incident.	S	
1135	Ability to set aside a block of call for service numbers in the event of a catastrophic CAD failure to enable a manual workflow and tracking.	S	
1136	Ability to indicate in the audit trail that an incident was entered retroactively.	S	
1137	Ability to perform CAD catch-ups after system downtime, without requiring users to log back in.	S	

Item #	Mapping	Mandatory/ Suggested	Functionality Met (Y/N)
1	<b>Geofile Administration</b>		
2	Ability to accommodate an unlimited number of map layers.	S	
3	Ability to support scale dependent layers.	S	
4	Ability to support a map layer for aerial spatial images.	S	
5	Ability to add geofile layers as needed.	S	
6	Ability to determine which map layers are available for each application (e.g., CAD, Mobile, etc).	S	
7	Ability to change reporting boundaries (e.g., areas, beats, districts).	S	
8	Ability for a single geofile layer to contain overlapping polygons.	S	
9	Ability to update the system with a new geofile without system downtime.	S	
10	Ability to update the system with a new geofile without system performance degradation.	S	
11	Ability to test new geofile updates "offline" for accuracy and errors, prior to updating the "live" geofile.	S	
12	Ability for geofile updates to be recognized without requiring logging off and logging back on to the system.	S	

	Ability to support map layers from outside of the Region's geographical jurisdiction:	S	
13	Virginia Geographic Information Network (VGIN)	S	
14	Other Agency defined sources	S	
15	Ability to support location field inputs from different coordinate reference systems (e.g., Military Grid Reference System (MGRS)).	S	
	<b>Map Data</b>		
	Ability to support the following location fields, including, but not limited to:	S	
16	Apartment building name	S	
17	Apartment number (e.g., ½, #5, 2D, D2)	S	
18	Block range	S	
19	Bridge weight limits	S	
20	Business name	S	
21	Business owner	S	
22	City	S	
23	Civic associations (e.g., areas, neighborhoods, community names)	S	
24	Common place name(e.g., University building number)	S	
25	County	S	
26	District	S	
	Exact address:	S	
27	Fractional addresses	S	
28	Alphanumeric addresses	S	
29	Floor plans	S	
30	Intersections	S	
31	Law enforcement district	S	
32	Limited access roadways and highways	S	
33	Mile markers	S	
34	On ramps, off ramps, exit numbers (including direction)	S	
35	Overpass height limitations	S	
36	Prefix	S	
37	Parcel owner	S	
38	Pavement type	S	
39	Railway mile markers	S	
40	Reporting area	S	
41	Road classification	S	
42	Route number	S	
43	Street abbreviation	S	

44	Street alias	S	
45	Street name	S	
46	Street type	S	
47	Suffix	S	
48	Trail markers	S	
49	Water markings (piers, buoys, nautical navigation, landmarks)	S	
50	X/Y coordinates	S	
51	X/Y/Z coordinates	S	
52	Other Agency defined data	S	
	Ability to associate geofile data with the following:	S	
53	Address	S	
54	Beats	S	
55	Census tract	S	
56	Cross street	S	
57	Entire common place or business name and aliases	S	
58	High and low cross streets	S	
59	Jurisdiction	S	
60	Reporting district	S	
61	Response area	S	
62	Sectors	S	
63	X/Y coordinates	S	
	Ability to cross-reference addresses and locations with:	S	
64	Entire common place or business name and aliases	S	
65	Law enforcement-defined reporting areas	S	
66	Other identifiers	S	
67	Street aliases	S	
68	X/Y coordinates	S	
69	X/Y/Z coordinates	S	
70	Zip codes	S	
	<b>Map Functionality</b>		
71	Ability to turn map layers off and on.	S	
72	Ability to measure the distances on the map.	S	
73	Ability to measure area on the map.	S	
74	Ability to display distances and area in different units.	S	
75	Ability to alert user that additional information (e.g., layers) is available.	S	
76	Ability to force adherence to user defined addressing standards (e.g., abbreviations, directions).	S	



77	Ability to attach files to addresses (e.g., apartment maps, photos, aerial images).	S	
78	Ability to attach premise information (e.g., hazards) to addresses.	S	
79	Ability to click on a location on a map and pull up any supplemental information (e.g., fire pre-plan, hazards, incident history) associated with that location.	S	
80	Ability to click on a location on a map and pull up any supplemental information associated with a Region defined parameter around the location (address, building, block, etc.).	S	
81	Ability to display flags on locations containing additional information (e.g., fire pre-plans, hazards, incident history).	S	
	<b>User Interface</b>		
	Ability to allow users to customize map views including, but not limited to:	S	
82	Day/night mode	S	
83	Font size	S	
84	Level of detail	S	
85	Screen size	S	
86	Ability for user to update/modify map displays (e.g., preset default zoom levels and views).	S	
87	Ability for users to define which map layers are displayed.	S	
88	Ability to reorder the display of map layers at the user level.	S	
89	Ability to adjust the transparency of map layers at the user level.	S	
	Ability to filter the display of CAD calls on the mobile map by:	S	
90	Call type	S	
91	Nature	S	
92	Agency	S	
93	Geographic Area	S	
94	Call status	S	
95	Unit	S	
96	Priority	S	
97	Ability to save display settings at the user level.	S	
98	Ability to tie user driven map configurations and settings to login (e.g., roaming profiles).	S	
	<b>Map Navigation</b>		

	Ability to use a mouse to "click on" a point at any zoom level and have the following information displayed:	S	
99	Street name (including alias)	S	
100	Street type	S	
101	Block number or address range	S	
102	Latitude/longitude	S	
103	Coordinates from various reference systems	S	
104	Prefix directional (N, E, S, W, NE, NW, SE, SW)	S	
105	Suffix directional (N, E, S, W, NE, NW, SE, SW)	S	
106	Sub-address (i.e., unit number, building floor, apartment number, etc.).	S	
107	Ability for the user to define which street information is displayed, when clicking on a map location.	S	
	Ability to provide the following map navigation functionality:	S	
108	Pan from given area to adjacent area	S	
109	Return back to previous view	S	
110	Zoom in on area for enhanced detail	S	
111	Zoom out of an area	S	
112	Move up and down	S	
113	Move left and right	S	
	Ability to zoom to relevant map location by searching on available map layer information including, but not limited to:	S	
114	Common names	S	
115	Common places	S	
116	Coordinates from various reference systems	S	
117	Hydrants	S	
118	Incident number	S	
119	Intersection	S	
120	Landmark	S	
121	Latitude/longitude	S	
122	Non-hydrant water sources	S	
123	Parcel owner	S	
124	Phone numbers	S	
125	Pre Plans	S	